

Results

Analysis by Regional Center

“Overall, the results for each of the centers was positive with centers’ ratings falling between “good” to “excellent.”

“When asked if services enhanced their child’s quality of life, the regional center average of those who said “yes” was 97.4 percent... for 16 out of 21 centers, everyone who responded to this item (100.0 percent) stated that regional center services enhanced their child’s life.”

“... the regional center average of those responses who reported that regional center services enhanced their child’s development was 96.4 percent.”

“...all regional centers were rated at the “good” to “excellent” level (8.67).”

“The highest level of satisfaction was reported to be with services received (8.77), followed by overall satisfaction with the regional center, (8.67), and the overall satisfaction with the quality of services (8.64).”

2001 Early Start Program: Family Satisfaction Survey

Introduction

Each of the 21 regional centers was represented by approximately five percent of the Early Start program survey respondents. The percentage of survey respondents differed based upon the total population that each center serves.

Overall, the results for each of the centers was positive with centers' ratings falling between "good" to "excellent."

When asked if services enhanced their child's quality of life, the regional center average of those who said "yes" was 97.4 percent¹. In fact, for 16 out of 21 centers, everyone who responded to this item (100.0 percent) stated that regional center services enhanced their child's life. In addition, the regional center average of those who reported that regional center services enhanced their child's development was 96.4 percent.

Although the majority of families reported that services enhanced their child's quality of life and development, families also reported being least satisfied with their ability to find information about services (7.51), speech and language outcomes (7.51), with the help from the regional center when their child turned three years old (7.97), and adaptive skills outcomes (7.99).

The data is presented by regional center to provide information for each center so that a review of strengths and weaknesses, as perceived by families, can be made. In addition, the data is presented by individual regional center in an effort to assist regional centers in their program planning efforts.

¹ The sampling method was based on having sufficient numbers to examine satisfaction at the regional center level. This resulted in over-representation of small centers, and under-representation of large centers. To create comparable numbers would require weighting of individual respondents' data (e.g., if regional center is A's population which was white, status 1, age birth through 12 months accounted for two percent of the total population, but only one percent of the sample, such answers would count as if for two families; similarly, if they accounted for one percent of the population, but two percent of the sample each answer would count as one-half of a response). Such weighting was beyond the resources of this project. However, averaging regional centers' scores for comparing to comparable data (e.g., other such averages) can function to highlight relative strengths and weaknesses. Because there is value in regional centers learning whether their relative strengths and weakness are similar to other centers, rank orders of the averages for key items are presented on the next page.

2001 Early Start Program: Family Satisfaction Survey

RANK ORDER OF SELECTED RATINGS	
10 = OUTSTANDING 5 = AVERAGE 1 = UNACCEPTABLE	
AREA RATED	RATING ¹
Overall satisfaction with the services you receive(d)	8.77
Overall satisfaction with the regional center	8.67
Overall satisfaction with the quality of services	8.65
Services have been designed to fit into your everyday family routine	8.65
Overall satisfaction in meeting your IFSP outcomes	8.54
Overall quality of life outcomes	8.49
Physical/Motor outcomes	8.40
Social and emotional outcomes	8.33
Overall satisfaction with the amount of services	8.28
Overall satisfaction with the information to plan for your child's needs	8.26
Cognitive outcomes	8.19
Adaptive skill outcomes	7.99
Satisfaction with the help from regional center when your child turned three years old	7.97

RANK ORDER OF SERVICES REPORTED AS RECEIVED		
AREA RATED	Average Percent ¹	RANK
Speech and language therapy	39.9	1
Physical therapy	37.6	2
Occupational therapy	31.5	3
Assessment	25.5	4
Other	23.8	5
Respite	18.5	6
Transportation	7.7	7
Behavior intervention	7.1	8
Parent Education	5.4	9
Family Training	4.8	10

RANK ORDER OF SELECTED YES ANSWERS		
AREA RATED	AVERAGE WEIGHTED	
	Average Percent ¹	RANK
Family's support, services and resources have enhanced child's quality of life	97.4	1
Early intervention services received increased family's capacity to enhance child's development? ²	96.4	2
When first looking for assistance, culturally relevant information was fully available ²	83.4	3
All important things discussed at most recent IFSP	83.0	4
Service coordinator discussed all family's needs and wants at planning team meeting	82.1	5
Received all of the services identified on child's IFSP by his or her third birthday? ²	81.7	6
Services began on time	78.9	7
Received all of the special education services identified on child's IFSP by child's 3rd birthday? ²	70.9	8
Received all appropriate services identified on child's IFSP by child's 3rd birthday? ²	70.5	9
Know what to do if disagree with a regional center decision	68.7	10

¹ The percents here are regional center average percents to provide an indication of relative statewide patterns.

² These items are designed to measure transition services, so the numbers and percents are based on portion of respondents whose child was two and one-half years old or older.

2001 Early Start Program: Family Satisfaction Survey

Analysis

Areas where no real differences were noted:

The following table highlights areas where the range was less than one point (between the highest rating to the lowest rating across all 21 regional centers).

QUESTION	RANGE	DIFFERENCE
Services fitting into families daily routine	8.14 - 9.11	0.97
Overall satisfaction in meeting IFSP outcomes	8.00 - 8.95	0.95
Cognitive outcomes	7.81 - 8.75	0.94
Overall quality of life outcomes	7.99 - 8.88	0.89

Areas where some differences were noted:

The following table highlights areas where the range was greater than one point (between the highest rating to the lowest across all 21 regional centers).

QUESTION	RANGE	DIFFERENCE
Overall satisfaction when child turned three	7.10 - 8.76	1.66
Ease of finding information	6.81 - 8.40	1.59
Adaptive skills outcomes	6.81 - 8.40	1.59
Overall satisfaction with the regional center	7.97 - 9.30	1.33
Overall satisfaction with the information to plan	7.62 - 8.85	1.23
Overall satisfaction with ES services	7.99 - 9.21	1.22
Physical/Motor outcomes	7.76 - 8.97	1.21
Overall satisfaction with the quality of services	7.99 - 9.14	1.15
Overall satisfaction with the amount of services	7.60 - 8.72	1.12
Social and emotional outcomes	7.96 - 9.03	1.07
Speech and language outcomes	7.05 - 8.10	1.05

2001 Early Start Program: Family Satisfaction Survey

Analysis

Areas where some differences were noted (continued):

The following table highlights areas where the range was greater than 10 percent from the highest to the lowest percent of "yes" responses across all 21 regional centers.

QUESTION	RANGE	DIFFERENCE
Child received all special education services identified on their IFSP by their third birthday	39.0% - 93.0%	54.0%
Child received all appropriate services as identified on their IFSP by their third birthday	41.0% - 93.0%	52.0%
Know what to do in the event of a disagreement with the regional center	47.0% - 87.0%	40.0%
IFSP services started on time	64.0% - 91.0%	27.0%
More than a six month delay in receiving services	0.0% - 26.0%	26.0%
Discussed needs and wants	68.0% - 93.0%	25.0%
Discussed important issues	71.0% - 93.0%	22.0%
Child received all services identified on their IFSP by their third birthday	78.0% - 100.0%	22.0%
Child received Early Start services that were specified on their IFSP	76.0% - 94.0%	18.0%

When reviewing the data by respondent counts (10 is outstanding and 1 is unacceptable), respondents generally reported a 10. The table on the next page presents the range of percents for respondents that reported a 10 for the questions asked at each of the 21 regional centers.

2001 Early Start Program: Family Satisfaction Survey

Analysis

Areas where some differences were noted (continued):

QUESTION	RANGE	DIFFERENCE
Satisfaction with help when child turned three years old ¹	29.0% - 67.0%	38.0%
Cognitive outcomes	28.0% - 60.0%	32.0%
Overall satisfaction with the services received	39.0% - 70.0%	31.0%
Overall satisfaction with information to plan child's needs	26.0% - 56.0%	30.0%
Overall satisfaction with the regional center	41.0% - 70.0%	29.0%
Ease of finding information	19.0% - 47.0%	28.0%
Overall satisfaction with the quality of services	38.0% - 65.0%	27.0%
Services are designed to fit the family's daily routine	38.0% - 65.0%	27.0%
Adaptive skills	30.0% - 57.0%	27.0%
Overall satisfaction in meeting IFSP outcomes	34.0% - 59.0%	25.0%
Overall satisfaction with the amount of services	32.0% - 57.0%	25.0%
Social and emotional outcomes	38.0% - 62.0%	24.0%
Speech and language outcomes	26.0% - 49.0%	23.0%
Physical/motor skills	35.0% - 58.0%	23.0%
Overall quality of life outcomes	34.0% - 56.0%	22.0%

Summary

In general, *all regional centers were rated at the “good” to “excellent” level (8.67²). The highest level of satisfaction was reported to be with services received (8.77²), followed by overall satisfaction with the regional center, (8.67²), and the overall satisfaction with the quality of services (8.64²).*

However, areas that may be worthy of further investigation included: concern in finding information (7.51²), speech and language outcomes (7.51²), and the satisfaction levels with the regional center when their child turned three years old (7.97²).

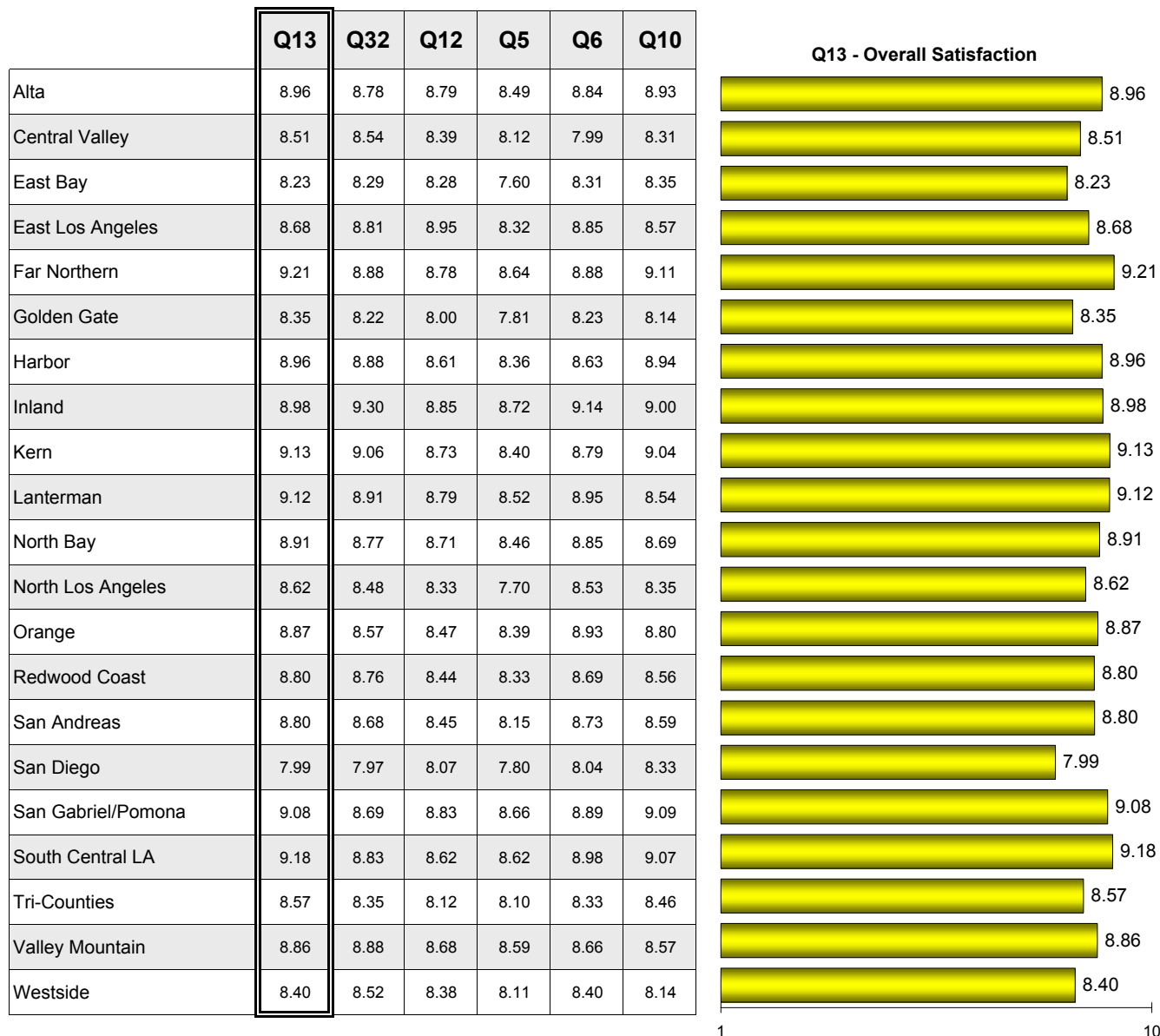
¹ Item designed to measure transitions services, so numbers and percents limited to the number of respondents whose child was two and one-half years or older.

² As elsewhere, these are averages of regional center numbers.

2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

OVERALL SATISFACTION

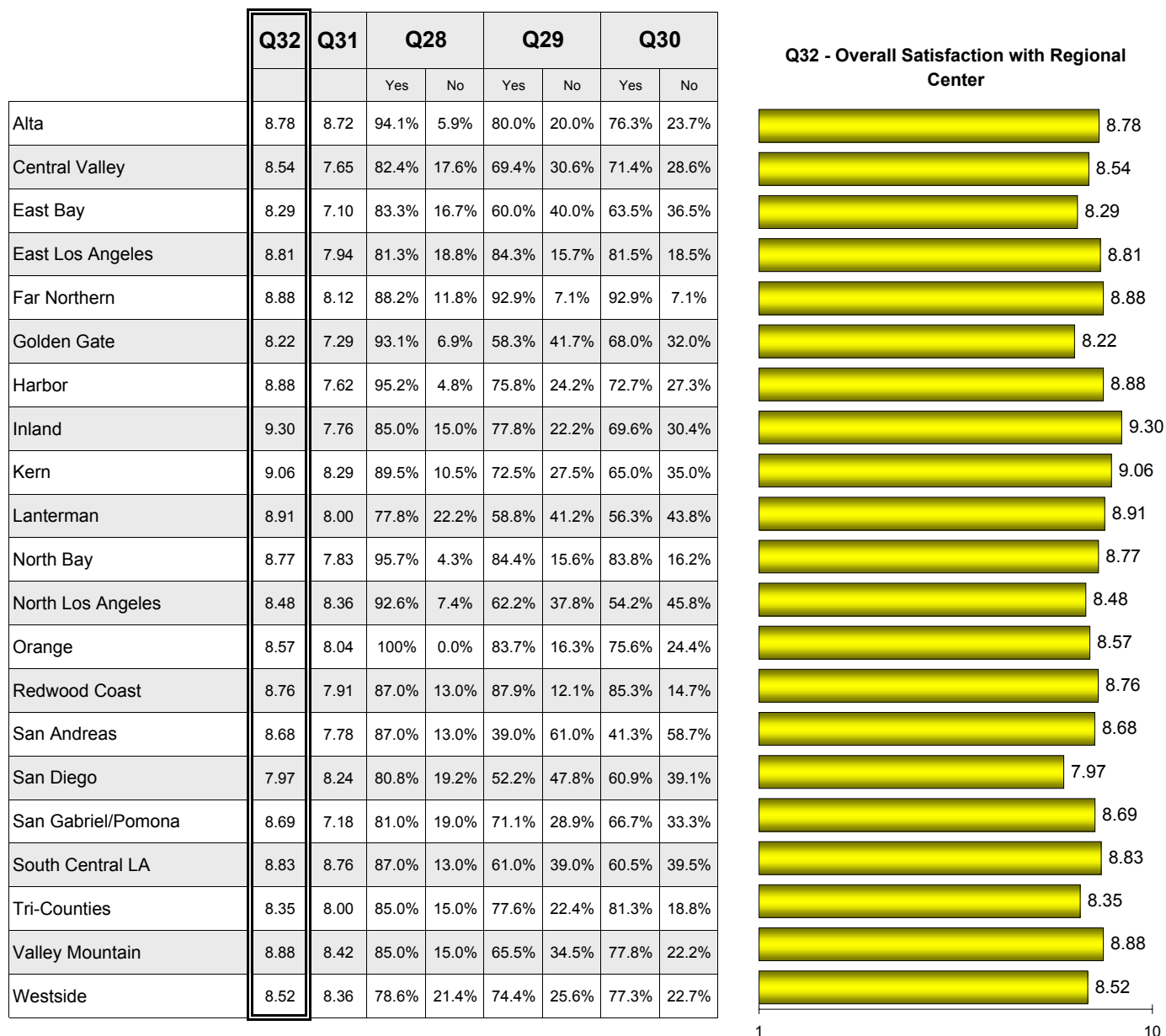


Q13.	Overall satisfaction with the services you receive(d)
Q32.	Overall satisfaction with the regional center
Q12.	Overall satisfaction in meeting your IFSP outcomes
Q5.	Overall satisfaction with the amount of services
Q6.	Overall satisfaction with the quality of services
Q10.	Services have been designed to fit into your everyday family routine

2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

REGIONAL CENTER



Q32.	Overall satisfaction with the regional center
Q31.	Satisfaction with the help from regional center when your child turned three years old
Q28.	Did your child receive all of the services identified on his or her IFSP by his or her third birthday? ¹
Q29.	Did your child receive all of the special education and related services identified on his or her IFSP by his or her third birthday? ¹
Q30.	Did your child receive all of the appropriate services identified on his or her IFSP by his or her third birthday? ¹

¹ Do not know/remember responses are not factored into the percent calculations



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

EARLY START SERVICES

	QA - RELATIONSHIP OF RESPONDENT TO CHILD							
	Mother	Father	Foster Parent	Residential Care Provider	Sibling	Grandparent	Other family (Aunt/Uncle)	Other
Alta	79.3%	15.9%	2.4%	0.0%	0.0%	2.4%	0.0%	0.0%
Central Valley	71.3%	16.3%	5.0%	0.0%	1.3%	5.0%	0.0%	1.3%
East Bay	75.9%	20.7%	1.1%	0.0%	0.0%	0.0%	1.1%	1.1%
East Los Angeles	84.8%	7.6%	2.5%	0.0%	1.3%	3.8%	0.0%	0.0%
Far Northern	77.6%	11.8%	2.6%	0.0%	0.0%	5.3%	0.0%	2.6%
Golden Gate	70.9%	16.5%	6.3%	0.0%	0.0%	3.8%	2.5%	0.0%
Harbor	75.6%	11.0%	4.9%	0.0%	0.0%	7.3%	1.2%	0.0%
Inland	77.6%	10.6%	7.1%	0.0%	0.0%	3.5%	1.2%	0.0%
Kern	67.1%	13.9%	1.3%	0.0%	0.0%	12.7%	2.5%	2.5%
Lanterman	88.6%	10.1%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%
North Bay	73.4%	15.2%	6.3%	0.0%	0.0%	3.8%	0.0%	1.3%
North Los Angeles	75.0%	11.9%	9.5%	0.0%	0.0%	2.4%	1.2%	0.0%
Orange	75.6%	14.0%	8.1%	0.0%	0.0%	2.3%	0.0%	0.0%
Redwood Coast	70.7%	8.0%	12.0%	0.0%	0.0%	9.3%	0.0%	0.0%
San Andreas	74.4%	22.0%	2.4%	0.0%	0.0%	1.2%	0.0%	0.0%
San Diego	72.3%	6.0%	8.4%	0.0%	1.2%	9.6%	2.4%	0.0%
San Gabriel/Pomona	85.0%	10.0%	2.5%	0.0%	0.0%	2.5%	0.0%	0.0%
South Central LA	77.1%	4.8%	8.4%	0.0%	0.0%	6.0%	1.2%	2.4%
Tri-Counties	78.0%	12.2%	1.2%	0.0%	0.0%	6.1%	1.2%	1.2%
Valley Mountain	85.2%	8.6%	3.7%	0.0%	0.0%	1.2%	1.2%	0.0%
Westside	79.5%	12.0%	6.0%	0.0%	1.2%	1.2%	0.0%	0.0%

QA. Can you tell me what your relationship to the child is?

2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

EARLY START SERVICES *

	Q1 - RELATIONSHIP OF RESPONDENT TO CHILD									
	Speech & Language Services	Physical Therapy	Occupational Therapy	Development/ Psychological Assessment	Other	Respite	Transportation	Behavior Intervention	Parent Education/ Family Support/ Counseling	Family Training & Education
Alta	42.7%	37.8%	32.9%	19.5%	22.0%	22.0%	2.4%	7.3%	7.3%	2.4%
Central Valley	36.3%	35.0%	18.8%	37.5%	25.0%	53.8%	13.8%	10.0%	11.3%	5.0%
East Bay	42.5%	32.2%	40.2%	23.0%	27.6%	6.9%	8.0%	3.4%	5.7%	3.4%
East Los Angeles	38.0%	46.8%	45.6%	15.2%	19.0%	11.4%	16.5%	3.8%	3.8%	3.8%
Far Northern	42.1%	40.8%	30.3%	23.7%	18.4%	26.3%	17.1%	5.3%	13.2%	6.6%
Golden Gate	40.5%	31.6%	31.6%	16.5%	29.1%	15.2%	2.5%	3.8%	1.3%	3.8%
Harbor	22.0%	28.0%	25.6%	24.4%	32.9%	8.5%	1.2%	6.1%	3.7%	2.4%
Inland	32.9%	32.9%	27.1%	37.6%	18.8%	17.6%	0.0%	2.4%	4.7%	11.8%
Kern	24.1%	25.3%	7.6%	24.1%	35.4%	12.7%	17.7%	0.0%	2.5%	1.3%
Lanterman	45.6%	54.4%	65.8%	13.9%	17.7%	20.3%	8.9%	6.3%	2.5%	2.5%
North Bay	55.7%	38.0%	34.2%	22.8%	15.2%	19.0%	8.9%	15.2%	3.8%	6.3%
North Los Angeles	46.4%	33.3%	28.6%	14.3%	35.7%	15.5%	3.6%	9.5%	4.8%	1.2%
Orange	50.0%	47.7%	43.0%	16.3%	25.6%	12.8%	8.1%	10.5%	7.0%	8.1%
Redwood Coast	53.3%	37.3%	34.7%	34.7%	26.7%	38.7%	9.3%	8.0%	10.7%	9.3%
San Andreas	48.8%	35.4%	30.5%	23.2%	15.9%	20.7%	7.3%	3.7%	6.1%	4.9%
San Diego	26.5%	30.1%	20.5%	33.7%	32.5%	14.5%	3.6%	7.2%	7.2%	3.6%
San Gabriel/Pomona	32.5%	38.8%	28.8%	22.5%	21.3%	11.3%	3.8%	10.0%	2.5%	8.8%
South Central LA	20.5%	44.6%	30.1%	34.9%	19.3%	4.8%	8.4%	2.4%	1.2%	0.0%
Tri-Counties	52.4%	39.0%	28.0%	30.5%	20.7%	14.6%	4.9%	11.0%	2.4%	4.9%
Valley Mountain	43.2%	35.8%	30.9%	49.4%	24.7%	24.7%	9.9%	11.1%	6.2%	8.6%
Westside	41.0%	44.6%	26.5%	18.1%	16.9%	18.1%	4.8%	12.0%	4.8%	2.4%

Q1. What services are you and your family currently receiving? (multiple responses allowed) ²

* Multiple Response question; total may not equal sum of categories

2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

EARLY START SERVICES ²

	Q2 - REPORT OF WHO PROVIDES THE SERVICE					
	Regional Center	Family Resource Center	Private or Non-Profit Provider	Local Education Agencies	Physician/ Medical Staff	Other Service Providers
Alta	50.0%	3.7%	22.0%	14.6%	3.7%	20.7%
Central Valley	66.3%	5.0%	18.8%	7.5%	7.5%	7.5%
East Bay	64.4%	5.7%	19.5%	5.7%	8.0%	16.1%
East Los Angeles	81.0%	1.3%	7.6%	3.8%	5.1%	13.9%
Far Northern	82.9%	1.3%	15.8%	5.3%	2.6%	9.2%
Golden Gate	70.9%	1.3%	19.0%	7.6%	5.1%	19.0%
Harbor	73.2%	0.0%	6.1%	8.5%	2.4%	9.8%
Inland	69.4%	1.2%	20.0%	11.8%	9.4%	11.8%
Kern	55.7%	1.3%	7.6%	16.5%	2.5%	11.4%
Lanterman	83.5%	2.5%	12.7%	5.1%	1.3%	6.3%
North Bay	75.9%	1.3%	11.4%	11.4%	6.3%	2.5%
North Los Angeles	63.1%	1.2%	16.7%	7.1%	1.2%	21.4%
Orange	62.8%	0.0%	19.8%	5.8%	3.5%	18.6%
Redwood Coast	86.7%	5.3%	17.3%	5.3%	9.3%	12.0%
San Andreas	68.3%	2.4%	28.0%	12.2%	4.9%	3.7%
San Diego	60.2%	0.0%	16.9%	12.0%	4.8%	14.5%
San Gabriel/Pomona	77.5%	1.3%	15.0%	3.8%	2.5%	2.5%
South Central LA	86.7%	0.0%	13.3%	3.6%	1.2%	3.6%
Tri-Counties	72.0%	1.2%	19.5%	4.9%	4.9%	13.4%
Valley Mountain	71.6%	2.5%	29.6%	12.3%	4.9%	2.5%
Westside	75.9%	1.2%	10.8%	4.8%	1.2%	8.4%

Q2. Who provides these services? (multiple responses allowed) ^{1 2}

* Multiple Response question; total may not equal sum of categories.

¹ Do not know/remember responses are not factored into the percent calculations

2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

EARLY START SERVICES

	Q3 - WHO REPORTEDLY CHOSE SERVICE							
	My Family	The IFSP Planning Team	Regional Center/Service Coordinator	Service Provider/Program	Physician/Medical staff	Other	Do Not Know	We Did Not Have a choice
Alta	48.8%	6.1%	18.3%	4.9%	12.2%	2.4%	4.9%	2.4%
Central Valley	55.0%	3.8%	30.0%	0.0%	6.3%	3.8%	1.3%	0.0%
East Bay	60.9%	2.3%	9.2%	9.2%	12.6%	4.6%	1.1%	0.0%
East Los Angeles	41.8%	7.6%	30.4%	1.3%	13.9%	2.5%	0.0%	2.5%
Far Northern	50.0%	9.2%	11.8%	11.8%	14.5%	2.6%	0.0%	0.0%
Golden Gate	50.6%	2.5%	16.5%	6.3%	19.0%	2.5%	2.5%	0.0%
Harbor	28.0%	7.3%	28.0%	3.7%	26.8%	0.0%	2.4%	3.7%
Inland	56.5%	2.4%	23.5%	1.2%	10.6%	3.5%	1.2%	1.2%
Kern	54.4%	3.8%	20.3%	3.8%	11.4%	2.5%	2.5%	1.3%
Lanterman	57.0%	5.1%	26.6%	2.5%	7.6%	1.3%	0.0%	0.0%
North Bay	48.1%	7.6%	25.3%	5.1%	11.4%	0.0%	2.5%	0.0%
North Los Angeles	57.1%	3.6%	23.8%	8.3%	6.0%	0.0%	1.2%	0.0%
Orange	48.8%	5.8%	24.4%	3.5%	7.0%	5.8%	2.3%	2.3%
Redwood Coast	58.7%	2.7%	21.3%	5.3%	8.0%	2.7%	0.0%	1.3%
San Andreas	57.3%	11.0%	14.6%	2.4%	13.4%	0.0%	0.0%	1.2%
San Diego	51.8%	6.0%	19.3%	4.8%	6.0%	4.8%	4.8%	2.4%
San Gabriel/Pomona	50.0%	3.8%	25.0%	1.3%	12.5%	1.3%	6.3%	0.0%
South Central LA	63.9%	6.0%	20.5%	2.4%	6.0%	1.2%	0.0%	0.0%
Tri-Counties	50.0%	11.0%	17.1%	2.4%	11.0%	6.1%	1.2%	1.2%
Valley Mountain	50.6%	7.4%	17.3%	4.9%	9.9%	3.7%	2.5%	3.7%
Westside	51.8%	3.6%	30.1%	6.0%	4.8%	1.2%	2.4%	0.0%

Q3. Who had the most say in choosing these services?

2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

EARLY START SERVICES

	Q4					Q7				Q11	
	Received					In Time				Demonstrated	
	All IFSP Services	Most IFSP Services	Half IFSP Services	Quarter IFSP Services	No IFSP Services	All IFSP Services	Most IFSP Services	Very few IFSP Services	No IFSP Services	Yes	No
Alta	87.8%	8.1%	1.4%	1.4%	1.4%	79.5%	11.5%	2.6%	6.4%	95.1%	4.9%
Central Valley	84.6%	0.0%	9.2%	6.2%	0.0%	81.2%	7.2%	5.8%	5.8%	82.5%	17.5%
East Bay	75.6%	6.4%	7.7%	3.8%	6.4%	64.3%	10.7%	8.3%	16.7%	88.5%	11.5%
East Los Angeles	86.8%	3.9%	6.6%	1.3%	1.3%	75.9%	16.5%	3.8%	3.8%	84.8%	15.2%
Far Northern	90.3%	6.9%	1.4%	1.4%	0.0%	86.1%	11.1%	1.4%	1.4%	92.1%	7.9%
Golden Gate	90.7%	2.7%	1.3%	0.0%	5.3%	80.8%	7.7%	2.6%	9.0%	87.3%	12.7%
Harbor	81.8%	7.6%	1.5%	6.1%	3.0%	83.3%	12.8%	1.3%	2.6%	92.7%	7.3%
Inland	91.1%	1.3%	3.8%	3.8%	0.0%	90.4%	4.8%	1.2%	3.6%	94.1%	5.9%
Kern	89.0%	4.1%	2.7%	1.4%	2.7%	91.0%	6.4%	1.3%	1.3%	82.3%	17.7%
Lanternman	79.2%	7.8%	5.2%	5.2%	2.6%	64.6%	22.8%	8.9%	3.8%	92.4%	7.6%
North Bay	87.3%	5.1%	1.3%	2.5%	3.8%	78.5%	15.2%	3.8%	2.5%	94.9%	5.1%
North Los Angeles	80.3%	10.5%	5.3%	1.3%	2.6%	71.4%	11.9%	9.5%	7.1%	90.5%	9.5%
Orange	90.4%	2.4%	1.2%	2.4%	3.6%	81.0%	11.9%	6.0%	1.2%	88.4%	11.6%
Redwood Coast	86.1%	4.2%	2.8%	4.2%	2.8%	82.2%	11.0%	5.5%	1.4%	92.0%	8.0%
San Andreas	90.0%	1.3%	7.5%	1.3%	0.0%	80.5%	13.4%	3.7%	2.4%	91.5%	8.5%
San Diego	76.6%	1.3%	5.2%	2.6%	14.3%	75.0%	13.2%	5.3%	6.6%	75.9%	24.1%
San Gabriel/Pomona	86.3%	4.1%	4.1%	2.7%	2.7%	80.0%	6.3%	5.0%	8.8%	85.0%	15.0%
South Central LA	94.3%	1.4%	4.3%	0.0%	0.0%	77.1%	15.7%	1.2%	6.0%	91.6%	8.4%
Tri-Counties	80.8%	6.4%	5.1%	2.6%	5.1%	74.1%	18.5%	2.5%	4.9%	85.4%	14.6%
Valley Mountain	84.4%	9.1%	0.0%	3.9%	2.6%	77.5%	16.3%	2.5%	3.8%	93.8%	6.2%
Westside	91.8%	4.1%	0.0%	2.7%	1.4%	83.5%	12.7%	2.5%	1.3%	89.2%	10.8%

Q4.	Did your family receive Early Start services that were specified in your IFSP? ¹
Q7.	Did the services outlined in your family's IFSP start on time? ¹
Q11.	Have service providers demonstrated how you can work with your child between sessions?

¹ Do not know/remember responses are not factored into the percent calculations

2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

EARLY START SERVICES

	Q8 - SERVICES THAT WERE DELAYED									
	Speech & Language Services	Physical Therapy	Occupational Therapy	Development/ Psychological Assessment	Other	Respite	Trans- portation	Behavior Intervention	Parent Education/ Family Support/ Counseling	Family Training & Education
Alta	22.2%	29.6%	22.2%	3.7%	7.4%	11.1%	0.0%	3.7%	0.0%	0.0%
Central Valley	18.8%	6.3%	12.5%	0.0%	31.3%	31.3%	0.0%	0.0%	0.0%	0.0%
East Bay	28.2%	23.1%	25.6%	2.6%	12.8%	7.7%	0.0%	0.0%	0.0%	0.0%
East Los Angeles	26.7%	20.0%	23.3%	0.0%	16.7%	0.0%	3.3%	10.0%	0.0%	0.0%
Far Northern	11.1%	44.4%	22.2%	11.1%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Golden Gate	35.0%	10.0%	25.0%	0.0%	25.0%	5.0%	0.0%	0.0%	0.0%	0.0%
Harbor	16.7%	16.7%	16.7%	0.0%	33.3%	8.3%	0.0%	8.3%	0.0%	0.0%
Inland	16.7%	0.0%	0.0%	16.7%	33.3%	33.3%	0.0%	0.0%	0.0%	0.0%
Kern	0.0%	16.7%	0.0%	0.0%	50.0%	0.0%	33.3%	0.0%	0.0%	0.0%
Lanterman	30.8%	25.6%	17.9%	0.0%	10.3%	7.7%	2.6%	5.1%	0.0%	0.0%
North Bay	38.9%	11.1%	11.1%	0.0%	33.3%	0.0%	0.0%	5.6%	0.0%	0.0%
North Los Angeles	36.7%	23.3%	13.3%	0.0%	13.3%	0.0%	0.0%	10.0%	3.3%	0.0%
Orange	36.8%	26.3%	15.8%	0.0%	10.5%	5.3%	0.0%	5.3%	0.0%	0.0%
Redwood Coast	17.6%	23.5%	11.8%	0.0%	35.3%	11.8%	0.0%	0.0%	0.0%	0.0%
San Andreas	27.3%	27.3%	13.6%	4.5%	9.1%	9.1%	0.0%	4.5%	4.5%	0.0%
San Diego	22.7%	13.6%	9.1%	13.6%	22.7%	9.1%	0.0%	9.1%	0.0%	0.0%
San Gabriel/Pomona	23.8%	33.3%	23.8%	0.0%	4.8%	9.5%	0.0%	4.8%	0.0%	0.0%
South Central LA	19.0%	23.8%	19.0%	4.8%	14.3%	4.8%	9.5%	4.8%	0.0%	0.0%
Tri-Counties	43.3%	20.0%	13.3%	0.0%	10.0%	3.3%	0.0%	10.0%	0.0%	0.0%
Valley Mountain	21.7%	17.4%	13.0%	13.0%	21.7%	13.0%	0.0%	0.0%	0.0%	0.0%
Westside	7.1%	28.6%	21.4%	0.0%	21.4%	14.3%	0.0%	7.1%	0.0%	0.0%

Q8. What services were delayed? (multiple responses allowed) ^{1 2}

* Multiple Response question; total may not equal sum of categories

¹ Do not know/remember responses are not factored into the percent calculations

² Numbers/percents are based on respondents that reported that their services did not start on time based on question #7

2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

EARLY START SERVICES

	Q9 - REPORTED DELAY IN START OF SERVICES								
	Less Than 1 Week	Between 1 - 2 Weeks	Between 2 - 4 Weeks	Between 1 - 2 Months	Between 2 - 3 Months	Between 3 - 4 Months	Between 4 - 5 Months	Between 5 - 6 Months	More Than 6 Months
Alta	0.0%	18.8%	12.5%	25.0%	6.3%	0.0%	18.8%	12.5%	6.3%
Central Valley	0.0%	0.0%	16.7%	33.3%	8.3%	8.3%	8.3%	0.0%	25.0%
East Bay	7.1%	3.6%	14.3%	21.4%	14.3%	10.7%	7.1%	3.6%	17.9%
East Los Angeles	0.0%	10.5%	21.1%	15.8%	15.8%	0.0%	0.0%	10.5%	26.3%
Far Northern	0.0%	0.0%	0.0%	42.9%	14.3%	28.6%	0.0%	0.0%	14.3%
Golden Gate	0.0%	13.3%	6.7%	13.3%	33.3%	0.0%	13.3%	6.7%	13.3%
Harbor	8.3%	16.7%	16.7%	8.3%	25.0%	16.7%	0.0%	8.3%	0.0%
Inland	0.0%	14.3%	42.9%	14.3%	28.6%	0.0%	0.0%	0.0%	0.0%
Kern	0.0%	0.0%	14.3%	0.0%	14.3%	28.6%	14.3%	28.6%	0.0%
Lanterman	0.0%	0.0%	0.0%	32.1%	21.4%	3.6%	10.7%	10.7%	21.4%
North Bay	6.3%	6.3%	31.3%	25.0%	12.5%	6.3%	0.0%	0.0%	12.5%
North Los Angeles	0.0%	0.0%	12.5%	16.7%	25.0%	12.5%	12.5%	8.3%	12.5%
Orange	6.3%	6.3%	37.5%	6.3%	18.8%	12.5%	0.0%	6.3%	6.3%
Redwood Coast	11.1%	11.1%	0.0%	22.2%	11.1%	11.1%	0.0%	11.1%	22.2%
San Andreas	0.0%	0.0%	31.3%	12.5%	50.0%	0.0%	0.0%	6.3%	0.0%
San Diego	0.0%	5.6%	11.1%	33.3%	11.1%	11.1%	0.0%	16.7%	11.1%
San Gabriel/Pomona	0.0%	13.3%	6.7%	20.0%	33.3%	6.7%	6.7%	0.0%	13.3%
South Central LA	5.3%	15.8%	36.8%	15.8%	15.8%	10.5%	0.0%	0.0%	0.0%
Tri-Counties	0.0%	0.0%	10.0%	25.0%	20.0%	5.0%	5.0%	20.0%	15.0%
Valley Mountain	5.6%	0.0%	11.1%	38.9%	11.1%	11.1%	5.6%	5.6%	11.1%
Westside	0.0%	16.7%	25.0%	33.3%	8.3%	8.3%	0.0%	0.0%	8.3%

Q9.	Approximate delay in start of services ^{1 2}
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¹ Do not know/remember responses are not factored into the percent calculations

² Numbers/percents are based on respondents that reported that their services did not start on time based on question #7

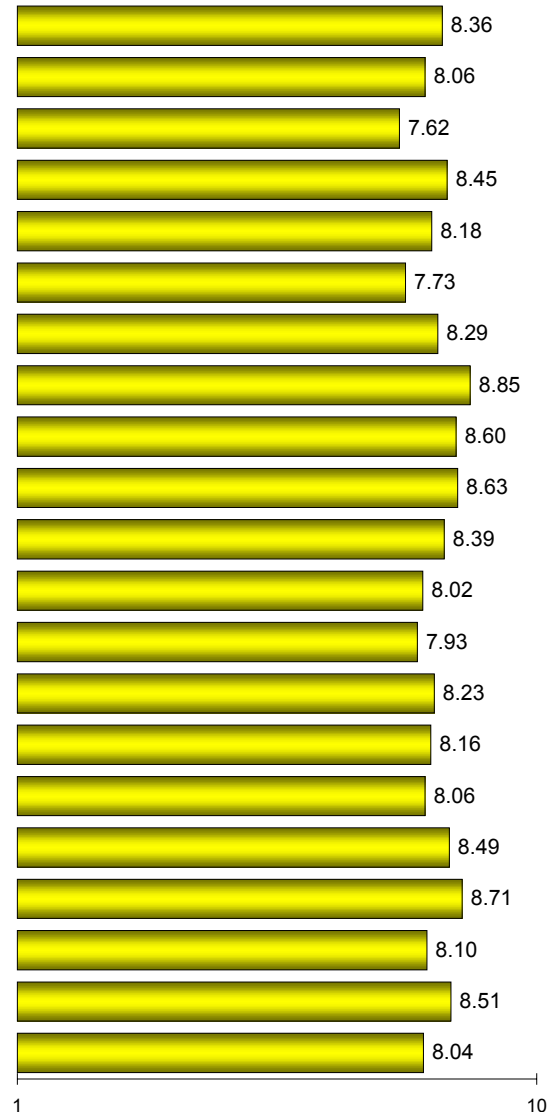
2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

INFORMATION

	Q14	Q16	Q17				Q15	
			Culturally Relevant					
			All Info	Most Info	Some Info	None	Yes	No
Alta	8.36	7.81	84.2%	6.6%	0.0%	9.2%	75.6%	24.4%
Central Valley	8.06	7.31	69.7%	9.2%	10.5%	10.5%	57.5%	42.5%
East Bay	7.62	7.28	80.3%	9.2%	3.9%	6.6%	66.7%	33.3%
East Los Angeles	8.45	8.40	83.8%	8.1%	2.7%	5.4%	73.4%	26.6%
Far Northern	8.18	7.82	86.2%	6.2%	1.5%	6.2%	69.7%	30.3%
Golden Gate	7.73	6.81	82.7%	1.3%	2.7%	13.3%	75.9%	24.1%
Harbor	8.29	7.44	90.8%	2.6%	1.3%	5.3%	63.4%	36.6%
Inland	8.85	7.91	86.6%	3.7%	3.7%	6.1%	67.1%	32.9%
Kern	8.60	7.77	81.4%	8.6%	1.4%	8.6%	46.8%	53.2%
Lanterman	8.63	7.81	92.1%	0.0%	1.3%	6.6%	69.6%	30.4%
North Bay	8.39	7.53	86.7%	3.3%	5.0%	5.0%	55.7%	44.3%
North Los Angeles	8.02	7.07	63.5%	5.4%	6.8%	24.3%	63.1%	36.9%
Orange	7.93	7.37	79.2%	6.5%	6.5%	7.8%	72.1%	27.9%
Redwood Coast	8.23	7.58	94.4%	1.4%	0.0%	4.2%	86.7%	13.3%
San Andreas	8.16	7.39	89.6%	1.3%	1.3%	7.8%	76.8%	23.2%
San Diego	8.06	7.09	77.6%	7.9%	1.3%	13.2%	62.7%	37.3%
San Gabriel/Pomona	8.49	7.71	92.2%	2.6%	1.3%	3.9%	71.3%	28.8%
South Central LA	8.71	7.85	81.5%	2.5%	3.7%	12.3%	73.5%	26.5%
Tri-Counties	8.10	7.35	72.4%	14.5%	5.3%	7.9%	67.1%	32.9%
Valley Mountain	8.51	7.46	88.6%	5.1%	1.3%	5.1%	74.1%	25.9%
Westside	8.04	7.04	88.5%	6.4%	3.8%	1.3%	73.5%	26.5%

Q14 - Overall Satisfaction with Sufficiency of Information



Q14.	Overall satisfaction with the information to plan for your child's needs
Q16.	Ease of finding information about available services
Q17.	When you were first looking for assistance, was culturally relevant information available to you? ¹
Q15.	Do you know what to do if you disagree with a decision made by the regional center? ¹

¹ Do not know/remember responses are not factored into the percent calculations

2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

IFSP & PERSONAL OUTCOMES

	Q18				Q19			
	Important Things				Needs and Wants			
	All of Them	Most of Them	Only a Few of Them	None of Them	All Discussed	Most Discussed	A Few Discussed	None Discussed
Alta	87.8%	10.8%	0.0%	1.4%	81.9%	15.3%	0.0%	2.8%
Central Valley	74.2%	19.7%	3.0%	3.0%	68.2%	21.2%	6.1%	4.5%
East Bay	82.9%	9.8%	4.9%	2.4%	84.1%	9.8%	2.4%	3.7%
East Los Angeles	81.2%	13.0%	4.3%	1.4%	73.0%	18.9%	5.4%	2.7%
Far Northern	86.8%	8.8%	2.9%	1.5%	83.8%	11.8%	2.9%	1.5%
Golden Gate	81.5%	10.8%	1.5%	6.2%	79.7%	12.5%	6.3%	1.6%
Harbor	85.7%	9.5%	4.8%	0.0%	81.8%	10.6%	3.0%	4.5%
Inland	88.0%	8.0%	0.0%	4.0%	92.0%	5.3%	0.0%	2.7%
Kern	79.7%	13.0%	0.0%	7.2%	78.5%	13.8%	1.5%	6.2%
Lanternman	89.1%	7.8%	3.1%	0.0%	92.1%	3.2%	1.6%	3.2%
North Bay	83.6%	11.9%	0.0%	4.5%	84.9%	6.8%	1.4%	6.8%
North Los Angeles	72.4%	21.1%	2.6%	3.9%	76.9%	11.5%	6.4%	5.1%
Orange	86.7%	9.3%	1.3%	2.7%	84.4%	5.2%	5.2%	5.2%
Redwood Coast	92.9%	5.7%	0.0%	1.4%	92.9%	5.7%	0.0%	1.4%
San Andreas	86.1%	12.7%	0.0%	1.3%	88.6%	11.4%	0.0%	0.0%
San Diego	84.8%	7.6%	4.5%	3.0%	83.8%	5.9%	4.4%	5.9%
San Gabriel/Pomona	84.3%	7.1%	2.9%	5.7%	83.1%	8.5%	4.2%	4.2%
South Central LA	71.2%	23.3%	0.0%	5.5%	77.8%	15.3%	2.8%	4.2%
Tri-Counties	79.5%	10.3%	5.1%	5.1%	81.3%	10.0%	3.8%	5.0%
Valley Mountain	87.8%	6.8%	1.4%	4.1%	78.7%	14.7%	1.3%	5.3%
Westside	76.8%	18.8%	4.3%	0.0%	77.5%	16.9%	4.2%	1.4%

Q18.	Were things that are important to you discussed at your most recent planning team meeting (IFSP)? ¹
Q19.	During the planning team meeting, did the regional center service coordinator discuss with you, your family's needs and wants? ¹

¹ Do not know/remember responses are not factored into the percent calculations

2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

IFSP & PERSONAL OUTCOMES

	Q20	Q21	Q22	Q23	Q24	Q25	Q26		Q27	
							Yes	No	Yes	No
Alta	8.53	8.75	7.83	8.30	8.26	8.84	85.7%	14.3%	96.3%	3.7%
Central Valley	8.00	8.21	7.18	8.01	7.91	8.13	90.9%	9.1%	95.0%	5.0%
East Bay	7.96	7.93	7.05	7.76	7.46	8.09	100%	0.0%	98.9%	1.1%
East Los Angeles	8.81	8.50	7.73	8.88	8.58	8.88	100%	0.0%	97.5%	2.5%
Far Northern	8.28	8.18	7.85	8.97	8.60	8.88	92.9%	7.1%	96.1%	3.9%
Golden Gate	8.21	8.14	7.15	8.06	7.52	8.14	100%	0.0%	94.9%	5.1%
Harbor	8.32	8.52	8.10	8.73	8.34	8.68	100%	0.0%	95.1%	4.9%
Inland	8.67	8.45	7.51	8.81	8.30	8.95	100%	0.0%	96.5%	3.5%
Kern	9.03	8.68	7.94	8.72	8.65	8.88	100%	0.0%	97.5%	2.5%
Lanternman	8.18	7.95	7.22	8.60	7.78	8.56	100%	0.0%	97.5%	2.5%
North Bay	8.25	8.23	7.67	8.66	8.09	8.54	100%	0.0%	98.7%	1.3%
North Los Angeles	8.42	8.06	8.01	8.47	7.99	8.22	100%	0.0%	98.8%	1.2%
Orange	8.12	7.99	7.32	8.16	7.81	8.31	100%	0.0%	98.8%	1.2%
Redwood Coast	8.17	8.00	7.72	8.03	7.74	8.53	100%	0.0%	97.3%	2.7%
San Andreas	8.56	8.42	7.76	8.21	7.64	8.49	100%	0.0%	98.8%	1.2%
San Diego	8.06	7.94	7.08	8.00	7.80	8.29	87.5%	12.5%	86.7%	13.3%
San Gabriel/Pomona	8.33	8.18	7.13	8.59	7.90	8.56	88.9%	11.1%	97.5%	2.5%
South Central LA	8.23	7.84	7.12	8.37	7.49	8.56	100%	0.0%	96.4%	3.6%
Tri-Counties	8.26	7.81	7.13	8.32	7.75	7.99	100%	0.0%	96.3%	3.7%
Valley Mountain	8.50	8.27	7.51	8.36	8.08	8.51	100%	0.0%	95.1%	4.9%
Westside	8.05	8.01	7.62	8.36	8.07	8.29	100%	0.0%	94.0%	6.0%

Rate your child's progress towards meeting...	
Q20.	Social and emotional outcomes
Q21.	Cognitive outcomes
Q22.	Speech and language outcomes
Q23.	Physical/motor outcomes
Q24.	Adaptive skill outcomes
Q25.	Overall quality of life outcomes
Q26.	Do you believe that support, services, and resources for your family have enhanced your child's quality of life? ¹
Q27.	Overall, do you feel that the early intervention services you have received have increased your family's capacity to enhance your child's development? ¹

¹ Do not know/remember responses are not factored into the percent calculations

2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

OVERALL SATISFACTION WITH THE SERVICES YOU RECEIVE(D)

	Q13																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	3.7%	2	2.4%	7	8.5%	12	14.6%	17	20.7%	41	50.0%
Central Valley	1	1.3%	0	0.0%	0	0.0%	0	0.0%	12	15.2%	1	1.3%	4	5.1%	13	16.5%	7	8.9%	41	51.9%
East Bay	1	1.2%	1	1.2%	2	2.3%	1	1.2%	9	10.5%	1	1.2%	8	9.3%	14	16.3%	14	16.3%	35	40.7%
East Los Angeles	3	3.8%	0	0.0%	1	1.3%	0	0.0%	2	2.5%	2	2.5%	8	10.1%	7	8.9%	14	17.7%	42	53.2%
Far Northern	0	0.0%	0	0.0%	0	0.0%	1	1.3%	0	0.0%	1	1.3%	6	8.0%	8	10.7%	15	20.0%	44	58.7%
Golden Gate	3	3.8%	0	0.0%	1	1.3%	2	2.6%	4	5.1%	3	3.8%	2	2.6%	16	20.5%	13	16.7%	34	43.6%
Harbor	0	0.0%	1	1.3%	2	2.5%	1	1.3%	1	1.3%	0	0.0%	6	7.5%	12	15.0%	8	10.0%	49	61.3%
Inland	0	0.0%	1	1.2%	0	0.0%	1	1.2%	5	5.9%	3	3.5%	3	3.5%	6	7.1%	15	17.6%	51	60.0%
Kern	1	1.3%	0	0.0%	0	0.0%	0	0.0%	2	2.5%	1	1.3%	3	3.8%	14	17.7%	9	11.4%	49	62.0%
Lanterman	0	0.0%	0	0.0%	1	1.3%	0	0.0%	2	2.6%	4	5.2%	4	5.2%	6	7.8%	11	14.3%	49	63.6%
North Bay	0	0.0%	1	1.3%	1	1.3%	0	0.0%	4	5.1%	0	0.0%	5	6.4%	11	14.1%	13	16.7%	43	55.1%
North Los Angeles	0	0.0%	1	1.2%	0	0.0%	1	1.2%	5	6.0%	2	2.4%	12	14.3%	8	9.5%	17	20.2%	38	45.2%
Orange	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	3.5%	0	0.0%	6	7.0%	24	27.9%	16	18.6%	37	43.0%
Redwood Coast	1	1.3%	0	0.0%	0	0.0%	0	0.0%	4	5.3%	2	2.7%	6	8.0%	11	14.7%	13	17.3%	38	50.7%
San Andreas	0	0.0%	1	1.2%	0	0.0%	0	0.0%	1	1.2%	4	4.9%	6	7.3%	19	23.2%	13	15.9%	38	46.3%
San Diego	5	6.6%	1	1.3%	0	0.0%	1	1.3%	3	3.9%	3	3.9%	12	15.8%	10	13.2%	11	14.5%	30	39.5%
San Gabriel/Pomona	1	1.3%	0	0.0%	1	1.3%	1	1.3%	2	2.6%	0	0.0%	4	5.1%	7	9.0%	14	17.9%	48	61.5%
South Central LA	2	2.4%	0	0.0%	0	0.0%	0	0.0%	3	3.6%	0	0.0%	3	3.6%	9	10.8%	8	9.6%	58	69.9%
Tri-Counties	1	1.2%	1	1.2%	0	0.0%	0	0.0%	4	4.9%	2	2.4%	8	9.8%	18	22.0%	12	14.6%	36	43.9%
Valley Mountain	2	2.5%	0	0.0%	0	0.0%	0	0.0%	5	6.3%	1	1.3%	4	5.0%	9	11.3%	14	17.5%	45	56.3%
Westside	2	2.5%	0	0.0%	0	0.0%	0	0.0%	6	7.5%	4	5.0%	6	7.5%	15	18.8%	16	20.0%	31	38.8%

Q13. Overall satisfaction with the services you receive(d)

¹ Rows may not sum to 100 percent due to rounding.

2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

OVERALL SATISFACTION WITH THE REGIONAL CENTER

	Q32																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	1	1.2%	0	0.0%	1	1.2%	3	3.7%	2	2.4%	6	7.3%	17	20.7%	11	13.4%	41	50.0%
Central Valley	0	0.0%	0	0.0%	0	0.0%	0	0.0%	14	17.7%	3	3.8%	2	2.5%	8	10.1%	11	13.9%	41	51.9%
East Bay	2	2.3%	2	2.3%	1	1.1%	2	2.3%	3	3.4%	3	3.4%	7	8.0%	17	19.5%	14	16.1%	36	41.4%
East Los Angeles	2	2.5%	0	0.0%	0	0.0%	1	1.3%	3	3.8%	1	1.3%	3	3.8%	14	17.7%	14	17.7%	41	51.9%
Far Northern	2	2.7%	1	1.3%	0	0.0%	2	2.7%	1	1.3%	0	0.0%	5	6.7%	10	13.3%	6	8.0%	48	64.0%
Golden Gate	1	1.3%	3	3.9%	1	1.3%	1	1.3%	5	6.5%	5	6.5%	4	5.2%	11	14.3%	12	15.6%	34	44.2%
Harbor	1	1.2%	1	1.2%	1	1.2%	0	0.0%	4	4.9%	1	1.2%	4	4.9%	10	12.3%	11	13.6%	48	59.3%
Inland	0	0.0%	0	0.0%	1	1.2%	0	0.0%	2	2.4%	2	2.4%	4	4.8%	6	7.1%	10	11.9%	59	70.2%
Kern	0	0.0%	0	0.0%	0	0.0%	1	1.3%	4	5.1%	1	1.3%	2	2.5%	14	17.7%	10	12.7%	47	59.5%
Lanterman	1	1.3%	0	0.0%	0	0.0%	1	1.3%	2	2.6%	4	5.1%	4	5.1%	11	14.1%	10	12.8%	45	57.7%
North Bay	0	0.0%	0	0.0%	1	1.3%	1	1.3%	6	7.8%	4	5.2%	4	5.2%	7	9.1%	10	13.0%	44	57.1%
North Los Angeles	1	1.2%	0	0.0%	0	0.0%	1	1.2%	7	8.3%	3	3.6%	8	9.5%	16	19.0%	10	11.9%	38	45.2%
Orange	1	1.2%	1	1.2%	1	1.2%	1	1.2%	6	7.0%	1	1.2%	8	9.3%	12	14.0%	11	12.8%	44	51.2%
Redwood Coast	2	2.7%	0	0.0%	0	0.0%	0	0.0%	3	4.0%	2	2.7%	5	6.7%	13	17.3%	11	14.7%	39	52.0%
San Andreas	0	0.0%	1	1.2%	0	0.0%	1	1.2%	3	3.7%	2	2.4%	10	12.2%	14	17.1%	13	15.9%	38	46.3%
San Diego	7	9.1%	0	0.0%	0	0.0%	1	1.3%	6	7.8%	2	2.6%	8	10.4%	8	10.4%	9	11.7%	36	46.8%
San Gabriel/Pomona	3	3.8%	0	0.0%	0	0.0%	1	1.3%	5	6.3%	0	0.0%	6	7.5%	7	8.8%	15	18.8%	43	53.8%
South Central LA	3	3.6%	1	1.2%	0	0.0%	0	0.0%	3	3.6%	1	1.2%	6	7.2%	7	8.4%	11	13.3%	51	61.4%
Tri-Counties	3	3.7%	1	1.2%	1	1.2%	0	0.0%	5	6.2%	3	3.7%	4	4.9%	17	21.0%	9	11.1%	38	46.9%
Valley Mountain	0	0.0%	1	1.2%	1	1.2%	0	0.0%	5	6.2%	2	2.5%	1	1.2%	14	17.3%	12	14.8%	45	55.6%
Westside	1	1.2%	1	1.2%	0	0.0%	1	1.2%	4	4.9%	3	3.7%	7	8.6%	15	18.5%	14	17.3%	35	43.2%

Q32. Overall satisfaction with the regional center

¹ Rows may not sum to 100 percent due to rounding.

2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

OVERALL SATISFACTION IN MEETING YOUR IFSP OUTCOMES

	Q12																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	0	0.0%	0	0.0%	1	1.3%	3	3.9%	3	3.9%	6	7.8%	14	18.2%	14	18.2%	36	46.8%
Central Valley	0	0.0%	0	0.0%	1	1.4%	1	1.4%	9	12.5%	4	5.6%	4	5.6%	11	15.3%	8	11.1%	34	47.2%
East Bay	0	0.0%	0	0.0%	1	1.2%	3	3.5%	9	10.5%	2	2.3%	11	12.8%	14	16.3%	9	10.5%	37	43.0%
East Los Angeles	1	1.4%	0	0.0%	0	0.0%	0	0.0%	3	4.1%	2	2.7%	7	9.5%	8	10.8%	9	12.2%	44	59.5%
Far Northern	1	1.4%	0	0.0%	1	1.4%	0	0.0%	2	2.7%	2	2.7%	5	6.8%	16	21.6%	9	12.2%	38	51.4%
Golden Gate	2	2.7%	2	2.7%	2	2.7%	1	1.4%	4	5.4%	4	5.4%	3	4.1%	18	24.3%	13	17.6%	25	33.8%
Harbor	1	1.4%	1	1.4%	1	1.4%	0	0.0%	5	6.8%	2	2.7%	6	8.1%	9	12.2%	10	13.5%	39	52.7%
Inland	0	0.0%	0	0.0%	1	1.2%	0	0.0%	7	8.3%	3	3.6%	4	4.8%	10	11.9%	11	13.1%	48	57.1%
Kern	1	1.4%	0	0.0%	0	0.0%	0	0.0%	5	6.8%	2	2.7%	7	9.5%	11	14.9%	9	12.2%	39	52.7%
Lanterman	0	0.0%	1	1.4%	0	0.0%	1	1.4%	3	4.2%	2	2.8%	5	6.9%	11	15.3%	13	18.1%	36	50.0%
North Bay	1	1.3%	1	1.3%	0	0.0%	1	1.3%	3	3.9%	2	2.6%	9	11.7%	9	11.7%	8	10.4%	43	55.8%
North Los Angeles	1	1.2%	1	1.2%	0	0.0%	1	1.2%	8	9.8%	4	4.9%	4	4.9%	15	18.3%	16	19.5%	32	39.0%
Orange	0	0.0%	0	0.0%	0	0.0%	1	1.2%	5	6.0%	2	2.4%	11	13.3%	20	24.1%	15	18.1%	29	34.9%
Redwood Coast	1	1.4%	1	1.4%	0	0.0%	1	1.4%	5	7.0%	1	1.4%	10	14.1%	10	14.1%	9	12.7%	33	46.5%
San Andreas	1	1.2%	1	1.2%	0	0.0%	0	0.0%	4	4.9%	5	6.1%	9	11.0%	17	20.7%	9	11.0%	36	43.9%
San Diego	5	6.9%	1	1.4%	0	0.0%	0	0.0%	5	6.9%	1	1.4%	6	8.3%	12	16.7%	15	20.8%	27	37.5%
San Gabriel/Pomona	1	1.3%	0	0.0%	0	0.0%	2	2.6%	3	3.8%	1	1.3%	4	5.1%	10	12.8%	19	24.4%	38	48.7%
South Central LA	3	3.8%	0	0.0%	0	0.0%	0	0.0%	5	6.3%	1	1.3%	7	8.9%	12	15.2%	8	10.1%	43	54.4%
Tri-Counties	2	2.5%	2	2.5%	0	0.0%	1	1.2%	6	7.4%	2	2.5%	10	12.3%	18	22.2%	8	9.9%	32	39.5%
Valley Mountain	0	0.0%	1	1.3%	0	0.0%	1	1.3%	6	7.7%	2	2.6%	6	7.7%	10	12.8%	13	16.7%	39	50.0%
Westside	1	1.3%	0	0.0%	1	1.3%	1	1.3%	3	3.8%	3	3.8%	13	16.5%	13	16.5%	14	17.7%	30	38.0%

Q12. Overall satisfaction in meeting your IFSP outcomes

¹ Rows may not sum to 100 percent due to rounding.

2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

OVERALL SATISFACTION WITH THE AMOUNT OF SERVICES

	Q5																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	0	0.0%	0	0.0%	1	1.3%	7	8.8%	3	3.8%	9	11.3%	17	21.3%	7	8.8%	36	45.0%
Central Valley	2	2.6%	0	0.0%	0	0.0%	0	0.0%	13	16.9%	1	1.3%	7	9.1%	16	20.8%	5	6.5%	33	42.9%
East Bay	1	1.2%	2	2.4%	2	2.4%	4	4.7%	12	14.1%	2	2.4%	12	14.1%	15	17.6%	7	8.2%	28	32.9%
East Los Angeles	2	2.6%	1	1.3%	0	0.0%	1	1.3%	7	9.2%	3	3.9%	4	5.3%	11	14.5%	15	19.7%	32	42.1%
Far Northern	0	0.0%	0	0.0%	0	0.0%	0	0.0%	7	9.2%	4	5.3%	8	10.5%	9	11.8%	10	13.2%	38	50.0%
Golden Gate	3	3.9%	3	3.9%	1	1.3%	2	2.6%	7	9.1%	2	2.6%	8	10.4%	10	13.0%	12	15.6%	29	37.7%
Harbor	0	0.0%	0	0.0%	3	3.8%	1	1.3%	5	6.3%	4	5.0%	11	13.8%	10	12.5%	10	12.5%	36	45.0%
Inland	0	0.0%	0	0.0%	2	2.4%	0	0.0%	4	4.7%	3	3.5%	7	8.2%	16	18.8%	10	11.8%	43	50.6%
Kern	1	1.3%	0	0.0%	0	0.0%	0	0.0%	8	10.4%	1	1.3%	7	9.1%	20	26.0%	9	11.7%	31	40.3%
Lanterman	0	0.0%	0	0.0%	1	1.3%	1	1.3%	7	8.9%	5	6.3%	3	3.8%	16	20.3%	8	10.1%	38	48.1%
North Bay	2	2.6%	0	0.0%	0	0.0%	0	0.0%	7	9.0%	2	2.6%	9	11.5%	12	15.4%	8	10.3%	38	48.7%
North Los Angeles	2	2.4%	0	0.0%	0	0.0%	2	2.4%	17	20.5%	1	1.2%	12	14.5%	14	16.9%	8	9.6%	27	32.5%
Orange	0	0.0%	0	0.0%	1	1.2%	0	0.0%	6	7.1%	4	4.7%	12	14.1%	17	20.0%	14	16.5%	31	36.5%
Redwood Coast	0	0.0%	0	0.0%	0	0.0%	0	0.0%	9	12.0%	4	5.3%	9	12.0%	15	20.0%	7	9.3%	31	41.3%
San Andreas	0	0.0%	0	0.0%	1	1.2%	0	0.0%	11	13.6%	5	6.2%	8	9.9%	19	23.5%	6	7.4%	31	38.3%
San Diego	5	6.7%	0	0.0%	0	0.0%	1	1.3%	9	12.0%	6	8.0%	6	8.0%	9	12.0%	9	12.0%	30	40.0%
San Gabriel/Pomona	0	0.0%	1	1.3%	0	0.0%	3	3.8%	4	5.1%	3	3.8%	4	5.1%	9	11.4%	18	22.8%	37	46.8%
South Central LA	1	1.2%	1	1.2%	0	0.0%	0	0.0%	10	12.3%	1	1.2%	4	4.9%	11	13.6%	7	8.6%	46	56.8%
Tri-Counties	0	0.0%	0	0.0%	1	1.2%	1	1.2%	11	13.6%	5	6.2%	9	11.1%	14	17.3%	11	13.6%	29	35.8%
Valley Mountain	0	0.0%	0	0.0%	1	1.3%	0	0.0%	9	11.3%	0	0.0%	7	8.8%	15	18.8%	10	12.5%	38	47.5%
Westside	1	1.2%	1	1.2%	3	3.7%	1	1.2%	7	8.5%	3	3.7%	5	6.1%	14	17.1%	21	25.6%	26	31.7%

Q5. Overall satisfaction with the amount of services

¹ Rows may not sum to 100 percent due to rounding.

2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

OVERALL SATISFACTION WITH THE QUALITY OF SERVICES

	Q6																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	0	0.0%	1	1.2%	0	0.0%	3	3.7%	5	6.1%	7	8.5%	11	13.4%	10	12.2%	45	54.9%
Central Valley	3	3.9%	0	0.0%	1	1.3%	1	1.3%	14	18.2%	2	2.6%	4	5.2%	10	13.0%	5	6.5%	37	48.1%
East Bay	1	1.2%	2	2.3%	2	2.3%	2	2.3%	6	7.0%	1	1.2%	7	8.1%	15	17.4%	9	10.5%	41	47.7%
East Los Angeles	1	1.3%	0	0.0%	1	1.3%	0	0.0%	2	2.5%	4	5.1%	4	5.1%	11	13.9%	15	19.0%	41	51.9%
Far Northern	0	0.0%	0	0.0%	1	1.3%	0	0.0%	5	6.6%	2	2.6%	3	3.9%	12	15.8%	12	15.8%	41	53.9%
Golden Gate	2	2.6%	3	3.9%	1	1.3%	0	0.0%	6	7.8%	0	0.0%	7	9.1%	10	13.0%	16	20.8%	32	41.6%
Harbor	1	1.2%	0	0.0%	3	3.7%	1	1.2%	5	6.1%	1	1.2%	7	8.5%	7	8.5%	12	14.6%	45	54.9%
Inland	0	0.0%	0	0.0%	1	1.2%	0	0.0%	3	3.6%	2	2.4%	5	6.0%	7	8.3%	13	15.5%	53	63.1%
Kern	0	0.0%	1	1.3%	1	1.3%	0	0.0%	6	7.7%	2	2.6%	0	0.0%	17	21.8%	7	9.0%	44	56.4%
Lanterman	0	0.0%	1	1.3%	1	1.3%	1	1.3%	3	3.8%	2	2.5%	3	3.8%	10	12.7%	10	12.7%	48	60.8%
North Bay	0	0.0%	0	0.0%	0	0.0%	0	0.0%	6	7.7%	5	6.4%	3	3.8%	12	15.4%	7	9.0%	45	57.7%
North Los Angeles	1	1.2%	0	0.0%	0	0.0%	1	1.2%	8	9.6%	2	2.4%	9	10.8%	9	10.8%	14	16.9%	39	47.0%
Orange	0	0.0%	0	0.0%	0	0.0%	0	0.0%	6	7.0%	2	2.3%	4	4.7%	12	14.0%	18	20.9%	44	51.2%
Redwood Coast	1	1.3%	0	0.0%	0	0.0%	0	0.0%	5	6.7%	4	5.3%	7	9.3%	9	12.0%	9	12.0%	40	53.3%
San Andreas	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4	4.9%	3	3.7%	8	9.9%	18	22.2%	11	13.6%	37	45.7%
San Diego	5	6.6%	0	0.0%	0	0.0%	2	2.6%	5	6.6%	3	3.9%	10	13.2%	6	7.9%	13	17.1%	32	42.1%
San Gabriel/Pomona	1	1.3%	0	0.0%	0	0.0%	1	1.3%	3	3.8%	1	1.3%	5	6.3%	14	17.5%	12	15.0%	43	53.8%
South Central LA	2	2.4%	0	0.0%	0	0.0%	0	0.0%	3	3.6%	2	2.4%	6	7.2%	10	12.0%	6	7.2%	54	65.1%
Tri-Counties	1	1.2%	1	1.2%	2	2.5%	0	0.0%	5	6.2%	3	3.7%	5	6.2%	19	23.5%	14	17.3%	31	38.3%
Valley Mountain	1	1.3%	1	1.3%	0	0.0%	0	0.0%	5	6.3%	5	6.3%	5	6.3%	10	12.5%	10	12.5%	43	53.8%
Westside	2	2.4%	0	0.0%	0	0.0%	1	1.2%	6	7.2%	4	4.8%	7	8.4%	14	16.9%	14	16.9%	35	42.2%

Q6. Overall satisfaction with the quality of services

¹ Rows may not sum to 100 percent due to rounding.



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

SATISFACTION WITH THE HELP FROM REGIONAL CENTER WHEN YOUR CHILD TURNED THREE YEARS OLD

	Q31																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	0	0.0%	1	5.6%	0	0.0%	0	0.0%	1	5.6%	2	11.1%	2	11.1%	2	11.1%	10	55.6%
Central Valley	1	5.9%	0	0.0%	0	0.0%	1	5.9%	4	23.5%	0	0.0%	0	0.0%	1	5.9%	3	17.6%	7	41.2%
East Bay	3	10.0%	0	0.0%	0	0.0%	1	3.3%	6	20.0%	2	6.7%	3	10.0%	2	6.7%	3	10.0%	10	33.3%
East Los Angeles	1	5.9%	1	5.9%	0	0.0%	0	0.0%	1	5.9%	0	0.0%	3	17.6%	1	5.9%	2	11.8%	8	47.1%
Far Northern	1	5.9%	0	0.0%	0	0.0%	0	0.0%	1	5.9%	1	5.9%	3	17.6%	2	11.8%	1	5.9%	8	47.1%
Golden Gate	1	3.6%	1	3.6%	0	0.0%	0	0.0%	6	21.4%	4	14.3%	2	7.1%	2	7.1%	3	10.7%	9	32.1%
Harbor	2	9.5%	1	4.8%	1	4.8%	0	0.0%	1	4.8%	0	0.0%	1	4.8%	4	19.0%	1	4.8%	10	47.6%
Inland	2	9.5%	0	0.0%	1	4.8%	0	0.0%	2	9.5%	0	0.0%	1	4.8%	4	19.0%	1	4.8%	10	47.6%
Kern	1	4.8%	0	0.0%	1	4.8%	0	0.0%	0	0.0%	1	4.8%	2	9.5%	4	19.0%	2	9.5%	10	47.6%
Lanterman	1	4.2%	0	0.0%	1	4.2%	1	4.2%	3	12.5%	1	4.2%	1	4.2%	2	8.3%	0	0.0%	14	58.3%
North Bay	1	4.2%	0	0.0%	2	8.3%	0	0.0%	2	8.3%	1	4.2%	4	16.7%	1	4.2%	1	4.2%	12	50.0%
North Los Angeles	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	12.0%	1	4.0%	3	12.0%	4	16.0%	5	20.0%	9	36.0%
Orange	3	12.0%	1	4.0%	0	0.0%	0	0.0%	1	4.0%	0	0.0%	2	8.0%	1	4.0%	1	4.0%	16	64.0%
Redwood Coast	1	4.3%	0	0.0%	0	0.0%	0	0.0%	5	21.7%	0	0.0%	2	8.7%	3	13.0%	2	8.7%	10	43.5%
San Andreas	1	4.3%	0	0.0%	1	4.3%	0	0.0%	4	17.4%	1	4.3%	0	0.0%	3	13.0%	5	21.7%	8	34.8%
San Diego	1	4.0%	0	0.0%	0	0.0%	1	4.0%	1	4.0%	1	4.0%	5	20.0%	2	8.0%	1	4.0%	13	52.0%
San Gabriel/Pomona	3	13.6%	1	4.5%	0	0.0%	0	0.0%	4	18.2%	0	0.0%	1	4.5%	1	4.5%	2	9.1%	10	45.5%
South Central LA	2	9.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	4.8%	1	4.8%	3	14.3%	14	66.7%
Tri-Counties	2	10.0%	0	0.0%	0	0.0%	0	0.0%	1	5.0%	0	0.0%	3	15.0%	3	15.0%	2	10.0%	9	45.0%
Valley Mountain	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	15.8%	1	5.3%	1	5.3%	2	10.5%	4	21.1%	8	42.1%
Westside	0	0.0%	1	7.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	7.1%	4	28.6%	4	28.6%	4	28.6%

Q31. Satisfaction with the help from regional center when your child turned three years old

¹ Rows may not sum to 100 percent due to rounding.



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

SERVICES HAVE BEEN DESIGNED TO FIT INTO YOUR EVERYDAY FAMILY ROUTINE

	Q10																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	0	0.0%	0	0.0%	0	0.0%	5	6.3%	1	1.3%	8	10.0%	8	10.0%	17	21.3%	41	51.3%
Central Valley	0	0.0%	0	0.0%	0	0.0%	3	3.8%	13	16.7%	4	5.1%	5	6.4%	6	7.7%	6	7.7%	41	52.6%
East Bay	0	0.0%	0	0.0%	2	2.4%	2	2.4%	7	8.2%	4	4.7%	12	14.1%	11	12.9%	5	5.9%	42	49.4%
East Los Angeles	1	1.3%	1	1.3%	0	0.0%	0	0.0%	6	7.6%	2	2.5%	7	8.9%	10	12.7%	17	21.5%	35	44.3%
Far Northern	1	1.3%	0	0.0%	0	0.0%	0	0.0%	2	2.6%	0	0.0%	4	5.3%	14	18.4%	9	11.8%	46	60.5%
Golden Gate	1	1.3%	0	0.0%	0	0.0%	4	5.1%	7	9.0%	4	5.1%	7	9.0%	15	19.2%	10	12.8%	30	38.5%
Harbor	1	1.3%	0	0.0%	1	1.3%	0	0.0%	5	6.3%	1	1.3%	3	3.8%	11	13.8%	9	11.3%	49	61.3%
Inland	0	0.0%	0	0.0%	1	1.2%	0	0.0%	5	6.0%	3	3.6%	5	6.0%	8	9.5%	9	10.7%	53	63.1%
Kern	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4	5.2%	2	2.6%	3	3.9%	13	16.9%	11	14.3%	44	57.1%
Lanterman	1	1.3%	0	0.0%	1	1.3%	2	2.5%	5	6.3%	2	2.5%	6	7.6%	15	19.0%	6	7.6%	41	51.9%
North Bay	0	0.0%	2	2.6%	0	0.0%	1	1.3%	6	7.7%	3	3.8%	4	5.1%	9	11.5%	8	10.3%	45	57.7%
North Los Angeles	0	0.0%	1	1.2%	0	0.0%	1	1.2%	10	12.0%	5	6.0%	7	8.4%	9	10.8%	14	16.9%	36	43.4%
Orange	0	0.0%	0	0.0%	1	1.2%	1	1.2%	3	3.5%	1	1.2%	9	10.6%	16	18.8%	11	12.9%	43	50.6%
Redwood Coast	1	1.3%	0	0.0%	0	0.0%	0	0.0%	6	8.0%	3	4.0%	7	9.3%	13	17.3%	10	13.3%	35	46.7%
San Andreas	0	0.0%	0	0.0%	1	1.2%	0	0.0%	5	6.1%	3	3.7%	11	13.4%	13	15.9%	13	15.9%	36	43.9%
San Diego	3	3.9%	0	0.0%	1	1.3%	0	0.0%	8	10.5%	1	1.3%	4	5.3%	14	18.4%	9	11.8%	36	47.4%
San Gabriel/Pomona	0	0.0%	1	1.3%	1	1.3%	2	2.5%	1	1.3%	2	2.5%	3	3.8%	5	6.3%	13	16.5%	51	64.6%
South Central LA	1	1.2%	0	0.0%	0	0.0%	1	1.2%	5	6.0%	0	0.0%	4	4.8%	9	10.8%	7	8.4%	56	67.5%
Tri-Counties	1	1.2%	1	1.2%	0	0.0%	1	1.2%	6	7.3%	2	2.4%	7	8.5%	16	19.5%	12	14.6%	36	43.9%
Valley Mountain	2	2.5%	0	0.0%	1	1.3%	0	0.0%	7	8.9%	2	2.5%	7	8.9%	7	8.9%	10	12.7%	43	54.4%
Westside	1	1.3%	1	1.3%	1	1.3%	2	2.5%	7	8.8%	5	6.3%	8	10.0%	12	15.0%	10	12.5%	33	41.3%

Q10. Services have been designed to fit into your everyday family routine

¹ Rows may not sum to 100 percent due to rounding.



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

OVERALL SATISFACTION WITH THE INFORMATION TO PLAN FOR YOUR CHILD'S NEEDS

	Q14																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	1	1.3%	0	0.0%	0	0.0%	2	2.5%	5	6.3%	6	7.5%	12	15.0%	9	11.3%	7	8.8%	38	47.5%
Central Valley	2	2.5%	0	0.0%	1	1.3%	0	0.0%	15	19.0%	2	2.5%	5	6.3%	12	15.2%	6	7.6%	36	45.6%
East Bay	3	3.6%	1	1.2%	1	1.2%	2	2.4%	12	14.3%	4	4.8%	9	10.7%	17	20.2%	9	10.7%	26	31.0%
East Los Angeles	1	1.3%	0	0.0%	1	1.3%	0	0.0%	10	12.8%	1	1.3%	5	6.4%	13	16.7%	10	12.8%	37	47.4%
Far Northern	1	1.4%	0	0.0%	0	0.0%	4	5.6%	10	14.1%	2	2.8%	4	5.6%	9	12.7%	8	11.3%	33	46.5%
Golden Gate	3	3.9%	3	3.9%	0	0.0%	2	2.6%	8	10.4%	2	2.6%	6	7.8%	13	16.9%	20	26.0%	20	26.0%
Harbor	0	0.0%	3	3.8%	2	2.5%	2	2.5%	5	6.3%	3	3.8%	7	8.8%	9	11.3%	11	13.8%	38	47.5%
Inland	0	0.0%	0	0.0%	2	2.4%	0	0.0%	6	7.1%	1	1.2%	3	3.5%	15	17.6%	11	12.9%	47	55.3%
Kern	1	1.3%	0	0.0%	0	0.0%	0	0.0%	7	9.0%	2	2.6%	7	9.0%	13	16.7%	10	12.8%	38	48.7%
Lanterman	1	1.3%	0	0.0%	2	2.5%	0	0.0%	4	5.1%	5	6.3%	7	8.9%	8	10.1%	8	10.1%	44	55.7%
North Bay	1	1.3%	0	0.0%	0	0.0%	2	2.6%	6	7.9%	4	5.3%	7	9.2%	12	15.8%	10	13.2%	34	44.7%
North Los Angeles	1	1.2%	1	1.2%	2	2.4%	1	1.2%	11	13.3%	2	2.4%	6	7.2%	16	19.3%	14	16.9%	29	34.9%
Orange	1	1.2%	1	1.2%	0	0.0%	1	1.2%	12	14.1%	9	10.6%	8	9.4%	10	11.8%	13	15.3%	30	35.3%
Redwood Coast	0	0.0%	1	1.3%	4	5.3%	0	0.0%	5	6.7%	1	1.3%	12	16.0%	14	18.7%	4	5.3%	34	45.3%
San Andreas	1	1.3%	1	1.3%	0	0.0%	1	1.3%	12	15.0%	2	2.5%	10	12.5%	10	12.5%	6	7.5%	37	46.3%
San Diego	2	2.6%	0	0.0%	0	0.0%	1	1.3%	11	14.3%	3	3.9%	7	9.1%	12	15.6%	13	16.9%	28	36.4%
San Gabriel/Pomona	1	1.3%	0	0.0%	3	3.9%	1	1.3%	7	9.2%	2	2.6%	2	2.6%	8	10.5%	14	18.4%	38	50.0%
South Central LA	0	0.0%	1	1.3%	0	0.0%	0	0.0%	9	11.4%	2	2.5%	3	3.8%	10	12.7%	12	15.2%	42	53.2%
Tri-Counties	1	1.3%	0	0.0%	2	2.5%	3	3.8%	9	11.3%	1	1.3%	7	8.8%	16	20.0%	9	11.3%	32	40.0%
Valley Mountain	1	1.3%	0	0.0%	2	2.5%	0	0.0%	9	11.3%	2	2.5%	3	3.8%	12	15.0%	10	12.5%	41	51.3%
Westside	3	3.8%	1	1.3%	0	0.0%	1	1.3%	11	13.9%	3	3.8%	5	6.3%	11	13.9%	10	12.7%	34	43.0%

Q14. Overall satisfaction with the information to plan for your child's needs

¹ Rows may not sum to 100 percent due to rounding.

2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

EASE OF FINDING INFORMATION ABOUT AVAILABLE SERVICES

	Q16																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	2	2.7%	0	0.0%	1	1.3%	7	9.3%	7	9.3%	3	4.0%	7	9.3%	10	13.3%	9	12.0%	29	38.7%
Central Valley	2	2.6%	1	1.3%	1	1.3%	5	6.5%	18	23.4%	1	1.3%	7	9.1%	10	13.0%	9	11.7%	23	29.9%
East Bay	2	2.4%	2	2.4%	4	4.8%	4	4.8%	11	13.3%	7	8.4%	5	6.0%	18	21.7%	6	7.2%	24	28.9%
East Los Angeles	0	0.0%	0	0.0%	0	0.0%	1	1.3%	9	11.5%	4	5.1%	6	7.7%	15	19.2%	10	12.8%	33	42.3%
Far Northern	3	4.1%	0	0.0%	1	1.4%	2	2.7%	10	13.5%	5	6.8%	7	9.5%	9	12.2%	6	8.1%	31	41.9%
Golden Gate	5	6.7%	3	4.0%	4	5.3%	4	5.3%	6	8.0%	8	10.7%	7	9.3%	11	14.7%	13	17.3%	14	18.7%
Harbor	5	6.9%	1	1.4%	1	1.4%	1	1.4%	9	12.5%	3	4.2%	9	12.5%	16	22.2%	2	2.8%	25	34.7%
Inland	5	5.9%	1	1.2%	0	0.0%	5	5.9%	8	9.4%	1	1.2%	6	7.1%	14	16.5%	5	5.9%	40	47.1%
Kern	3	3.8%	0	0.0%	0	0.0%	2	2.6%	12	15.4%	4	5.1%	10	12.8%	11	14.1%	7	9.0%	29	37.2%
Lanterman	0	0.0%	4	5.1%	3	3.8%	2	2.6%	10	12.8%	2	2.6%	6	7.7%	11	14.1%	8	10.3%	32	41.0%
North Bay	2	2.6%	3	3.9%	1	1.3%	3	3.9%	12	15.8%	4	5.3%	5	6.6%	13	17.1%	4	5.3%	29	38.2%
North Los Angeles	1	1.2%	5	6.1%	4	4.9%	3	3.7%	14	17.1%	4	4.9%	12	14.6%	9	11.0%	5	6.1%	25	30.5%
Orange	3	3.6%	1	1.2%	3	3.6%	2	2.4%	14	16.7%	8	9.5%	8	9.5%	10	11.9%	7	8.3%	28	33.3%
Redwood Coast	0	0.0%	3	4.1%	2	2.7%	2	2.7%	10	13.5%	6	8.1%	8	10.8%	11	14.9%	9	12.2%	23	31.1%
San Andreas	0	0.0%	0	0.0%	1	1.3%	5	6.3%	18	22.5%	9	11.3%	7	8.8%	10	12.5%	5	6.3%	25	31.3%
San Diego	8	10.4%	1	1.3%	2	2.6%	4	5.2%	9	11.7%	4	5.2%	5	6.5%	12	15.6%	6	7.8%	26	33.8%
San Gabriel/Pomona	4	5.2%	0	0.0%	2	2.6%	2	2.6%	11	14.3%	3	3.9%	4	5.2%	13	16.9%	9	11.7%	29	37.7%
South Central LA	4	4.9%	2	2.4%	0	0.0%	4	4.9%	8	9.8%	3	3.7%	5	6.1%	9	11.0%	15	18.3%	32	39.0%
Tri-Counties	3	3.8%	2	2.5%	0	0.0%	4	5.0%	14	17.5%	6	7.5%	8	10.0%	8	10.0%	11	13.8%	24	30.0%
Valley Mountain	2	2.5%	2	2.5%	7	8.8%	2	2.5%	8	10.0%	1	1.3%	12	15.0%	9	11.3%	10	12.5%	27	33.8%
Westside	3	3.8%	3	3.8%	3	3.8%	3	3.8%	13	16.5%	3	3.8%	13	16.5%	10	12.7%	8	10.1%	20	25.3%

Q16. Ease of finding information about available services

¹ Rows may not sum to 100 percent due to rounding.



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

SOCIAL AND EMOTIONAL OUTCOMES

	Q20																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	0	0.0%	0	0.0%	0	0.0%	7	9.5%	2	2.7%	14	18.9%	8	10.8%	8	10.8%	35	47.3%
Central Valley	0	0.0%	0	0.0%	1	1.4%	1	1.4%	15	21.7%	2	2.9%	5	7.2%	9	13.0%	9	13.0%	27	39.1%
East Bay	1	1.2%	0	0.0%	1	1.2%	1	1.2%	10	12.2%	8	9.8%	7	8.5%	17	20.7%	8	9.8%	29	35.4%
East Los Angeles	0	0.0%	0	0.0%	1	1.3%	0	0.0%	5	6.4%	5	6.4%	3	3.8%	12	15.4%	8	10.3%	44	56.4%
Far Northern	1	1.4%	1	1.4%	0	0.0%	0	0.0%	8	11.3%	4	5.6%	5	7.0%	12	16.9%	10	14.1%	30	42.3%
Golden Gate	0	0.0%	0	0.0%	0	0.0%	1	1.3%	9	11.8%	6	7.9%	10	13.2%	12	15.8%	7	9.2%	31	40.8%
Harbor	2	2.6%	1	1.3%	0	0.0%	1	1.3%	7	9.0%	2	2.6%	7	9.0%	13	16.7%	9	11.5%	36	46.2%
Inland	1	1.2%	1	1.2%	0	0.0%	0	0.0%	9	11.0%	3	3.7%	4	4.9%	7	8.5%	9	11.0%	48	58.5%
Kern	0	0.0%	0	0.0%	0	0.0%	0	0.0%	6	7.8%	2	2.6%	3	3.9%	10	13.0%	8	10.4%	48	62.3%
Lanterman	1	1.3%	0	0.0%	0	0.0%	2	2.6%	8	10.3%	6	7.7%	11	14.1%	9	11.5%	6	7.7%	35	44.9%
North Bay	1	1.3%	0	0.0%	0	0.0%	0	0.0%	10	13.3%	5	6.7%	9	12.0%	11	14.7%	3	4.0%	36	48.0%
North Los Angeles	0	0.0%	0	0.0%	1	1.3%	0	0.0%	8	10.4%	3	3.9%	10	13.0%	14	18.2%	5	6.5%	36	46.8%
Orange	0	0.0%	1	1.2%	1	1.2%	0	0.0%	13	16.0%	2	2.5%	8	9.9%	15	18.5%	10	12.3%	31	38.3%
Redwood Coast	1	1.4%	0	0.0%	0	0.0%	0	0.0%	9	12.9%	7	10.0%	5	7.1%	13	18.6%	5	7.1%	30	42.9%
San Andreas	0	0.0%	0	0.0%	0	0.0%	1	1.2%	5	6.2%	6	7.4%	12	14.8%	11	13.6%	4	4.9%	42	51.9%
San Diego	3	4.2%	1	1.4%	1	1.4%	0	0.0%	11	15.3%	2	2.8%	3	4.2%	10	13.9%	6	8.3%	35	48.6%
San Gabriel/Pomona	2	2.6%	0	0.0%	0	0.0%	0	0.0%	11	14.1%	2	2.6%	6	7.7%	12	15.4%	7	9.0%	38	48.7%
South Central LA	2	2.4%	0	0.0%	2	2.4%	2	2.4%	6	7.3%	5	6.1%	7	8.5%	13	15.9%	4	4.9%	41	50.0%
Tri-Counties	1	1.3%	0	0.0%	2	2.5%	0	0.0%	7	8.8%	4	5.0%	6	7.5%	21	26.3%	5	6.3%	34	42.5%
Valley Mountain	0	0.0%	0	0.0%	0	0.0%	0	0.0%	15	19.7%	1	1.3%	3	3.9%	12	15.8%	2	2.6%	43	56.6%
Westside	1	1.3%	0	0.0%	1	1.3%	1	1.3%	11	14.7%	4	5.3%	8	10.7%	11	14.7%	7	9.3%	31	41.3%

Q20. Social and emotional outcomes

¹ Rows may not sum to 100 percent due to rounding.



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

COGNITIVE OUTCOMES

	Q21																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	4.0%	3	4.0%	12	16.0%	10	13.3%	11	14.7%	36	48.0%
Central Valley	0	0.0%	0	0.0%	0	0.0%	3	4.5%	8	12.1%	2	3.0%	7	10.6%	13	19.7%	5	7.6%	28	42.4%
East Bay	0	0.0%	1	1.2%	2	2.4%	4	4.9%	6	7.3%	5	6.1%	12	14.6%	15	18.3%	8	9.8%	29	35.4%
East Los Angeles	2	2.6%	0	0.0%	1	1.3%	0	0.0%	5	6.4%	5	6.4%	4	5.1%	12	15.4%	11	14.1%	38	48.7%
Far Northern	2	2.9%	0	0.0%	0	0.0%	0	0.0%	6	8.8%	4	5.9%	9	13.2%	12	17.6%	9	13.2%	26	38.2%
Golden Gate	0	0.0%	0	0.0%	0	0.0%	0	0.0%	11	15.3%	5	6.9%	7	9.7%	15	20.8%	8	11.1%	26	36.1%
Harbor	0	0.0%	0	0.0%	1	1.3%	1	1.3%	6	7.8%	4	5.2%	7	9.1%	14	18.2%	6	7.8%	38	49.4%
Inland	1	1.2%	1	1.2%	1	1.2%	0	0.0%	10	12.2%	3	3.7%	4	4.9%	10	12.2%	9	11.0%	43	52.4%
Kern	1	1.3%	0	0.0%	0	0.0%	0	0.0%	6	8.0%	5	6.7%	8	10.7%	6	8.0%	4	5.3%	45	60.0%
Lanterman	1	1.3%	0	0.0%	0	0.0%	1	1.3%	14	18.4%	2	2.6%	12	15.8%	10	13.2%	7	9.2%	29	38.2%
North Bay	0	0.0%	0	0.0%	0	0.0%	2	2.7%	9	12.3%	2	2.7%	11	15.1%	12	16.4%	7	9.6%	30	41.1%
North Los Angeles	3	3.8%	0	0.0%	1	1.3%	0	0.0%	8	10.1%	6	7.6%	9	11.4%	10	12.7%	8	10.1%	34	43.0%
Orange	0	0.0%	1	1.3%	1	1.3%	0	0.0%	12	15.2%	2	2.5%	11	13.9%	17	21.5%	9	11.4%	26	32.9%
Redwood Coast	2	2.9%	0	0.0%	0	0.0%	0	0.0%	6	8.8%	6	8.8%	8	11.8%	17	25.0%	6	8.8%	23	33.8%
San Andreas	1	1.3%	0	0.0%	0	0.0%	0	0.0%	7	8.9%	6	7.6%	9	11.4%	11	13.9%	8	10.1%	37	46.8%
San Diego	2	2.8%	0	0.0%	1	1.4%	2	2.8%	12	16.9%	1	1.4%	8	11.3%	8	11.3%	5	7.0%	32	45.1%
San Gabriel/Pomona	3	4.1%	0	0.0%	0	0.0%	0	0.0%	8	10.8%	3	4.1%	11	14.9%	9	12.2%	5	6.8%	35	47.3%
South Central LA	1	1.2%	1	1.2%	0	0.0%	0	0.0%	13	15.9%	7	8.5%	11	13.4%	15	18.3%	4	4.9%	30	36.6%
Tri-Counties	0	0.0%	2	2.5%	1	1.3%	0	0.0%	13	16.3%	3	3.8%	10	12.5%	16	20.0%	13	16.3%	22	27.5%
Valley Mountain	0	0.0%	0	0.0%	2	2.7%	1	1.4%	12	16.2%	0	0.0%	9	12.2%	8	10.8%	5	6.8%	37	50.0%
Westside	1	1.4%	0	0.0%	0	0.0%	2	2.7%	10	13.5%	2	2.7%	9	12.2%	17	23.0%	7	9.5%	26	35.1%

Q21. Cognitive outcomes

¹ Rows may not sum to 100 percent due to rounding.



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

SPEECH AND LANGUAGE OUTCOMES

	Q22																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	1	1.5%	0	0.0%	2	3.0%	11	16.7%	5	7.6%	11	16.7%	5	7.6%	5	7.6%	26	39.4%
Central Valley	1	1.5%	1	1.5%	2	3.1%	4	6.2%	13	20.0%	5	7.7%	6	9.2%	10	15.4%	5	7.7%	18	27.7%
East Bay	1	1.3%	2	2.5%	3	3.8%	4	5.0%	18	22.5%	10	12.5%	3	3.8%	12	15.0%	3	3.8%	24	30.0%
East Los Angeles	2	2.7%	0	0.0%	1	1.4%	1	1.4%	14	18.9%	4	5.4%	10	13.5%	8	10.8%	5	6.8%	29	39.2%
Far Northern	0	0.0%	0	0.0%	2	3.4%	1	1.7%	10	16.9%	5	8.5%	8	13.6%	5	8.5%	3	5.1%	25	42.4%
Golden Gate	3	4.2%	1	1.4%	1	1.4%	1	1.4%	17	23.6%	4	5.6%	9	12.5%	12	16.7%	5	6.9%	19	26.4%
Harbor	2	2.7%	1	1.4%	1	1.4%	1	1.4%	8	11.0%	5	6.8%	4	5.5%	10	13.7%	8	11.0%	33	45.2%
Inland	1	1.3%	1	1.3%	0	0.0%	2	2.6%	16	20.5%	8	10.3%	6	7.7%	12	15.4%	11	14.1%	21	26.9%
Kern	1	1.4%	2	2.9%	2	2.9%	0	0.0%	14	20.3%	2	2.9%	2	2.9%	7	10.1%	5	7.2%	34	49.3%
Lanterman	3	4.6%	1	1.5%	0	0.0%	2	3.1%	15	23.1%	4	6.2%	9	13.8%	7	10.8%	2	3.1%	22	33.8%
North Bay	1	1.4%	0	0.0%	1	1.4%	4	5.5%	14	19.2%	4	5.5%	9	12.3%	7	9.6%	3	4.1%	30	41.1%
North Los Angeles	2	2.6%	1	1.3%	1	1.3%	1	1.3%	9	11.7%	7	9.1%	8	10.4%	5	6.5%	7	9.1%	36	46.8%
Orange	3	3.8%	2	2.6%	2	2.6%	0	0.0%	16	20.5%	5	6.4%	7	9.0%	13	16.7%	5	6.4%	25	32.1%
Redwood Coast	2	2.8%	1	1.4%	0	0.0%	1	1.4%	13	18.3%	6	8.5%	6	8.5%	10	14.1%	3	4.2%	29	40.8%
San Andreas	0	0.0%	0	0.0%	0	0.0%	0	0.0%	21	26.9%	5	6.4%	9	11.5%	8	10.3%	7	9.0%	28	35.9%
San Diego	5	7.7%	2	3.1%	1	1.5%	0	0.0%	13	20.0%	4	6.2%	9	13.8%	5	7.7%	4	6.2%	22	33.8%
San Gabriel/Pomona	3	4.3%	0	0.0%	1	1.4%	1	1.4%	21	30.0%	6	8.6%	9	12.9%	1	1.4%	3	4.3%	25	35.7%
South Central LA	2	2.6%	2	2.6%	0	0.0%	0	0.0%	24	31.6%	6	7.9%	6	7.9%	7	9.2%	9	11.8%	20	26.3%
Tri-Counties	4	5.1%	0	0.0%	3	3.8%	2	2.6%	16	20.5%	6	7.7%	7	9.0%	10	12.8%	10	12.8%	20	25.6%
Valley Mountain	3	4.2%	1	1.4%	1	1.4%	1	1.4%	14	19.4%	3	4.2%	7	9.7%	12	16.7%	4	5.6%	26	36.1%
Westside	1	1.4%	0	0.0%	1	1.4%	2	2.8%	13	18.3%	4	5.6%	11	15.5%	11	15.5%	5	7.0%	23	32.4%

Q22. Speech and language outcomes

¹ Rows may not sum to 100 percent due to rounding.



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

PHYSICAL/MOTOR OUTCOMES

	Q23																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	0	0.0%	1	1.4%	1	1.4%	7	9.5%	4	5.4%	9	12.2%	14	18.9%	7	9.5%	31	41.9%
Central Valley	1	1.5%	0	0.0%	1	1.5%	4	5.9%	8	11.8%	2	2.9%	5	7.4%	12	17.6%	8	11.8%	27	39.7%
East Bay	2	2.4%	0	0.0%	2	2.4%	1	1.2%	11	13.4%	5	6.1%	11	13.4%	17	20.7%	4	4.9%	29	35.4%
East Los Angeles	0	0.0%	0	0.0%	1	1.3%	0	0.0%	5	6.5%	2	2.6%	4	5.2%	13	16.9%	8	10.4%	44	57.1%
Far Northern	1	1.4%	0	0.0%	0	0.0%	1	1.4%	1	1.4%	3	4.3%	3	4.3%	9	12.9%	13	18.6%	39	55.7%
Golden Gate	1	1.4%	0	0.0%	1	1.4%	1	1.4%	10	14.1%	3	4.2%	7	9.9%	14	19.7%	5	7.0%	29	40.8%
Harbor	0	0.0%	0	0.0%	0	0.0%	0	0.0%	6	8.1%	2	2.7%	8	10.8%	12	16.2%	8	10.8%	38	51.4%
Inland	1	1.3%	0	0.0%	1	1.3%	0	0.0%	7	8.9%	0	0.0%	2	2.5%	15	19.0%	7	8.9%	46	58.2%
Kern	1	1.3%	0	0.0%	0	0.0%	2	2.6%	4	5.1%	4	5.1%	7	9.0%	7	9.0%	8	10.3%	45	57.7%
Lanterman	0	0.0%	0	0.0%	0	0.0%	1	1.3%	5	6.7%	7	9.3%	5	6.7%	11	14.7%	9	12.0%	37	49.3%
North Bay	0	0.0%	0	0.0%	0	0.0%	0	0.0%	7	9.6%	2	2.7%	5	6.8%	16	21.9%	8	11.0%	35	47.9%
North Los Angeles	0	0.0%	0	0.0%	1	1.4%	0	0.0%	10	13.5%	5	6.8%	2	2.7%	11	14.9%	8	10.8%	37	50.0%
Orange	2	2.5%	0	0.0%	0	0.0%	2	2.5%	6	7.6%	5	6.3%	10	12.7%	13	16.5%	9	11.4%	32	40.5%
Redwood Coast	2	2.9%	0	0.0%	0	0.0%	0	0.0%	9	12.9%	6	8.6%	3	4.3%	18	25.7%	6	8.6%	26	37.1%
San Andreas	0	0.0%	0	0.0%	0	0.0%	1	1.3%	11	14.1%	3	3.8%	13	16.7%	11	14.1%	6	7.7%	33	42.3%
San Diego	5	7.0%	0	0.0%	0	0.0%	2	2.8%	6	8.5%	3	4.2%	5	7.0%	11	15.5%	6	8.5%	33	46.5%
San Gabriel/Pomona	2	2.7%	0	0.0%	1	1.4%	0	0.0%	7	9.5%	1	1.4%	6	8.1%	6	8.1%	10	13.5%	41	55.4%
South Central LA	0	0.0%	0	0.0%	3	3.7%	1	1.2%	7	8.5%	2	2.4%	12	14.6%	11	13.4%	6	7.3%	40	48.8%
Tri-Counties	1	1.2%	0	0.0%	2	2.5%	0	0.0%	9	11.1%	2	2.5%	8	9.9%	10	12.3%	16	19.8%	33	40.7%
Valley Mountain	1	1.3%	0	0.0%	1	1.3%	2	2.7%	11	14.7%	3	4.0%	5	6.7%	5	6.7%	3	4.0%	44	58.7%
Westside	2	2.6%	1	1.3%	0	0.0%	1	1.3%	4	5.3%	5	6.6%	5	6.6%	11	14.5%	16	21.1%	31	40.8%

Q23. Physical/motor outcomes

¹ Rows may not sum to 100 percent due to rounding.



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

ADAPTIVE SKILL OUTCOMES

	Q24																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	0	0.0%	0	0.0%	1	1.5%	8	11.8%	2	2.9%	9	13.2%	13	19.1%	11	16.2%	24	35.3%
Central Valley	0	0.0%	0	0.0%	3	4.6%	1	1.5%	8	12.3%	5	7.7%	5	7.7%	14	21.5%	6	9.2%	23	35.4%
East Bay	3	3.8%	0	0.0%	2	2.5%	0	0.0%	18	22.8%	3	3.8%	9	11.4%	11	13.9%	9	11.4%	24	30.4%
East Los Angeles	1	1.3%	1	1.3%	0	0.0%	0	0.0%	6	7.6%	4	5.1%	8	10.1%	9	11.4%	7	8.9%	43	54.4%
Far Northern	1	1.4%	0	0.0%	0	0.0%	0	0.0%	4	5.7%	3	4.3%	6	8.6%	15	21.4%	9	12.9%	32	45.7%
Golden Gate	2	3.0%	0	0.0%	0	0.0%	0	0.0%	18	26.9%	3	4.5%	7	10.4%	10	14.9%	5	7.5%	22	32.8%
Harbor	1	1.4%	0	0.0%	3	4.1%	0	0.0%	6	8.2%	3	4.1%	6	8.2%	11	15.1%	9	12.3%	34	46.6%
Inland	2	2.5%	0	0.0%	0	0.0%	0	0.0%	8	10.0%	5	6.3%	6	7.5%	15	18.8%	10	12.5%	34	42.5%
Kern	1	1.3%	1	1.3%	0	0.0%	0	0.0%	4	5.2%	5	6.5%	6	7.8%	13	16.9%	3	3.9%	44	57.1%
Lanterman	1	1.4%	0	0.0%	0	0.0%	1	1.4%	14	19.2%	4	5.5%	11	15.1%	10	13.7%	8	11.0%	24	32.9%
North Bay	1	1.4%	0	0.0%	0	0.0%	1	1.4%	11	14.9%	3	4.1%	9	12.2%	12	16.2%	8	10.8%	29	39.2%
North Los Angeles	1	1.4%	0	0.0%	1	1.4%	2	2.7%	10	13.7%	4	5.5%	7	9.6%	14	19.2%	4	5.5%	30	41.1%
Orange	2	2.5%	1	1.3%	0	0.0%	2	2.5%	10	12.7%	4	5.1%	9	11.4%	17	21.5%	8	10.1%	26	32.9%
Redwood Coast	2	2.9%	0	0.0%	0	0.0%	2	2.9%	10	14.5%	6	8.7%	7	10.1%	13	18.8%	5	7.2%	24	34.8%
San Andreas	0	0.0%	0	0.0%	0	0.0%	1	1.3%	20	26.7%	5	6.7%	9	12.0%	9	12.0%	6	8.0%	25	33.3%
San Diego	4	6.2%	0	0.0%	0	0.0%	2	3.1%	11	16.9%	2	3.1%	3	4.6%	8	12.3%	7	10.8%	28	43.1%
San Gabriel/Pomona	3	4.2%	0	0.0%	1	1.4%	1	1.4%	11	15.3%	3	4.2%	7	9.7%	10	13.9%	3	4.2%	33	45.8%
South Central LA	1	1.2%	1	1.2%	3	3.7%	0	0.0%	18	22.0%	4	4.9%	12	14.6%	10	12.2%	6	7.3%	27	32.9%
Tri-Counties	4	5.1%	0	0.0%	1	1.3%	2	2.5%	10	12.7%	4	5.1%	8	10.1%	10	12.7%	13	16.5%	27	34.2%
Valley Mountain	1	1.3%	0	0.0%	1	1.3%	1	1.3%	12	16.0%	4	5.3%	6	8.0%	11	14.7%	6	8.0%	33	44.0%
Westside	1	1.4%	0	0.0%	0	0.0%	1	1.4%	10	13.7%	4	5.5%	8	11.0%	13	17.8%	10	13.7%	26	35.6%

Q24. Adaptive skill outcomes

¹ Rows may not sum to 100 percent due to rounding.



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

OVERALL QUALITY OF LIFE OUTCOMES

	Q25																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	2.7%	2	2.7%	7	9.6%	18	24.7%	10	13.7%	34	46.6%
Central Valley	0	0.0%	0	0.0%	0	0.0%	3	4.4%	9	13.2%	5	7.4%	6	8.8%	9	13.2%	8	11.8%	28	41.2%
East Bay	1	1.2%	0	0.0%	2	2.5%	0	0.0%	10	12.3%	4	4.9%	10	12.3%	14	17.3%	8	9.9%	32	39.5%
East Los Angeles	0	0.0%	1	1.3%	0	0.0%	0	0.0%	3	3.8%	1	1.3%	7	9.0%	16	20.5%	7	9.0%	43	55.1%
Far Northern	0	0.0%	0	0.0%	0	0.0%	1	1.5%	3	4.4%	2	2.9%	6	8.8%	10	14.7%	9	13.2%	37	54.4%
Golden Gate	0	0.0%	0	0.0%	0	0.0%	0	0.0%	13	16.9%	3	3.9%	10	13.0%	15	19.5%	6	7.8%	30	39.0%
Harbor	0	0.0%	0	0.0%	2	2.6%	2	2.6%	3	3.9%	2	2.6%	5	6.5%	13	16.9%	12	15.6%	38	49.4%
Inland	1	1.2%	0	0.0%	0	0.0%	1	1.2%	4	4.8%	0	0.0%	3	3.6%	13	15.7%	17	20.5%	44	53.0%
Kern	0	0.0%	0	0.0%	0	0.0%	1	1.3%	5	6.7%	4	5.3%	2	2.7%	10	13.3%	11	14.7%	42	56.0%
Lanterman	1	1.3%	0	0.0%	0	0.0%	2	2.6%	4	5.2%	2	2.6%	7	9.1%	18	23.4%	5	6.5%	38	49.4%
North Bay	0	0.0%	0	0.0%	0	0.0%	1	1.3%	8	10.5%	3	3.9%	8	10.5%	11	14.5%	7	9.2%	38	50.0%
North Los Angeles	0	0.0%	0	0.0%	1	1.3%	1	1.3%	10	12.7%	3	3.8%	8	10.1%	17	21.5%	8	10.1%	31	39.2%
Orange	0	0.0%	0	0.0%	0	0.0%	1	1.2%	10	12.3%	4	4.9%	11	13.6%	11	13.6%	10	12.3%	34	42.0%
Redwood Coast	1	1.4%	0	0.0%	0	0.0%	0	0.0%	5	6.9%	3	4.2%	10	13.9%	12	16.7%	6	8.3%	35	48.6%
San Andreas	0	0.0%	0	0.0%	0	0.0%	0	0.0%	8	10.0%	7	8.8%	6	7.5%	12	15.0%	11	13.8%	36	45.0%
San Diego	3	4.2%	1	1.4%	0	0.0%	0	0.0%	9	12.5%	0	0.0%	5	6.9%	10	13.9%	8	11.1%	36	50.0%
San Gabriel/Pomona	1	1.3%	0	0.0%	1	1.3%	1	1.3%	5	6.3%	0	0.0%	12	15.2%	14	17.7%	3	3.8%	42	53.2%
South Central LA	0	0.0%	1	1.3%	1	1.3%	0	0.0%	6	7.5%	1	1.3%	8	10.0%	18	22.5%	6	7.5%	39	48.8%
Tri-Counties	2	2.6%	0	0.0%	1	1.3%	1	1.3%	11	14.3%	1	1.3%	7	9.1%	16	20.8%	12	15.6%	26	33.8%
Valley Mountain	0	0.0%	0	0.0%	1	1.3%	0	0.0%	9	12.0%	3	4.0%	5	6.7%	12	16.0%	9	12.0%	36	48.0%
Westside	0	0.0%	0	0.0%	1	1.3%	0	0.0%	8	10.3%	6	7.7%	6	7.7%	16	20.5%	12	15.4%	29	37.2%

Q25. Overall quality of life outcomes

¹ Rows may not sum to 100 percent due to rounding.

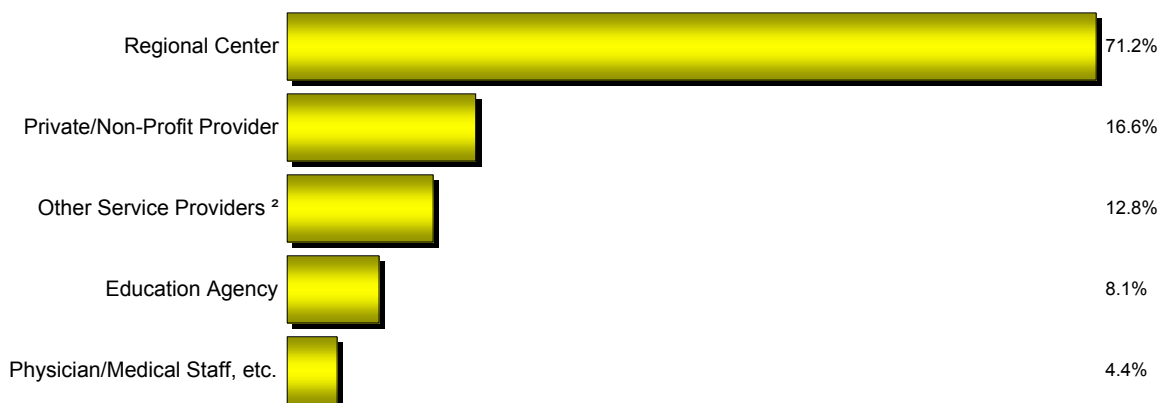


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR TOTAL DDS RESPONDENTS

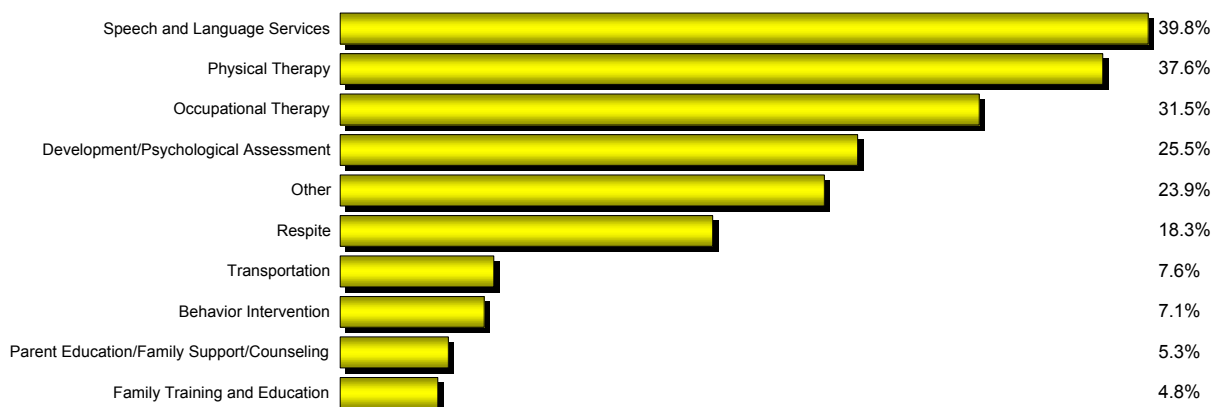
SERVICE PROVIDER ¹

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES ¹

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER ¹

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ²
Physical Therapy	64.7%	18.1%	4.1%	4.1%	9.2%
Parent Education/Family Support/Counseling	56.8%	15.3%	7.6%	5.9%	14.4%
Development/Psychological Assessment	63.7%	14.8%	6.3%	6.7%	8.5%
Transportation	60.8%	15.8%	8.8%	6.4%	8.2%
Respite	61.6%	16.2%	8.1%	4.5%	9.6%
Occupational Therapy	61.5%	17.7%	6.1%	4.9%	9.7%
Speech and Language Services	59.6%	16.3%	9.0%	4.2%	10.9%
Family Training and Education	58.4%	15.9%	6.2%	9.7%	9.7%
Behavior Intervention	63.3%	14.6%	7.6%	4.4%	10.1%
Other	53.2%	15.4%	8.7%	4.2%	18.5%

¹ The Percents here are regional center average percents to provide an indication of relative statewide patterns these are multiple response items so sum of the percents may not equal sum of the categories and do not total 100 percent

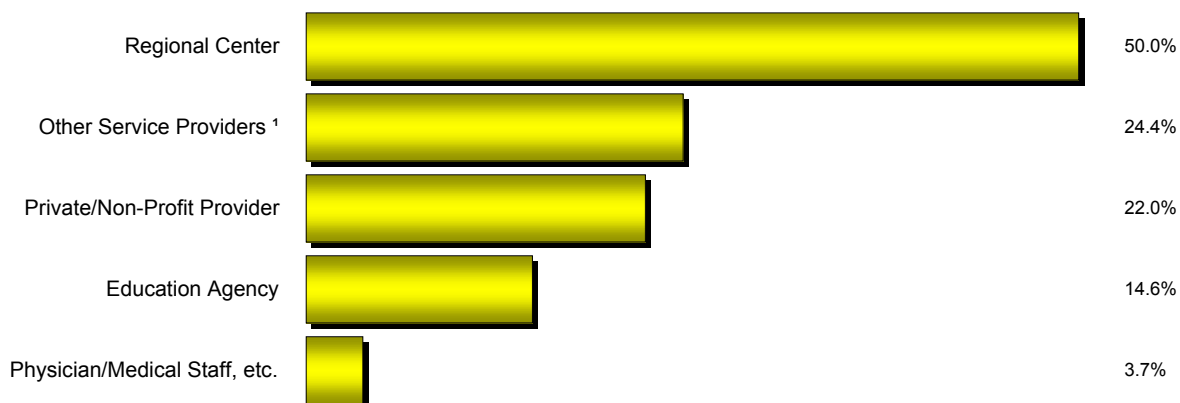
² Family Resource Centers account for 1.9 percent; balance of other providers was 10.9 percent

2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR ALTA

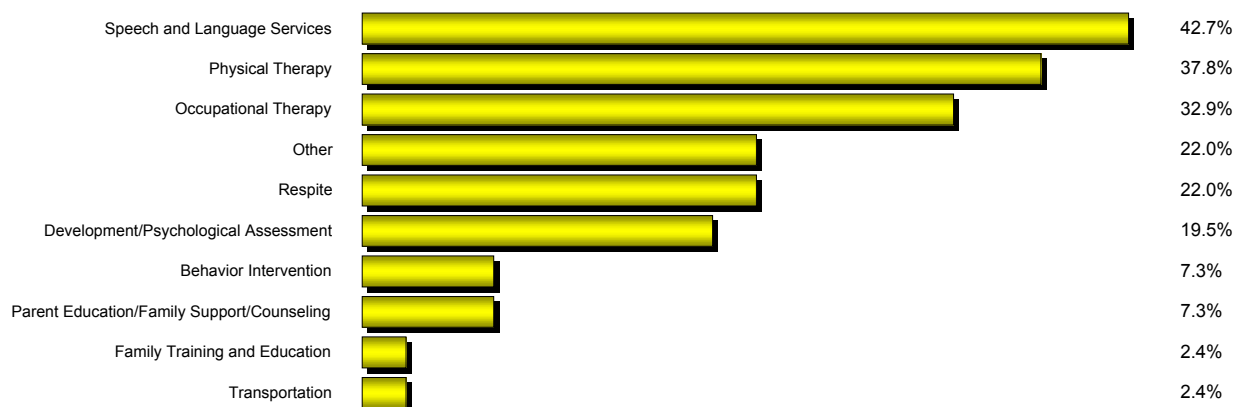
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	38.9%	16.7%	8.3%	2.8%	33.3%
Parent Education/Family Support/Counseling	57.1%	14.3%	14.3%	0.0%	14.3%
Development/Psychological Assessment	58.8%	11.8%	11.8%	0.0%	17.6%
Transportation	50.0%	0.0%	0.0%	0.0%	50.0%
Respite	42.9%	23.8%	9.5%	4.8%	19.0%
Occupational Therapy	52.8%	22.2%	11.1%	2.8%	11.1%
Speech and Language Services	50.0%	16.7%	14.3%	2.4%	16.7%
Family Training and Education	0.0%	33.3%	0.0%	33.3%	33.3%
Behavior Intervention	50.0%	0.0%	25.0%	0.0%	25.0%
Other	23.8%	28.6%	19.0%	4.8%	23.8%

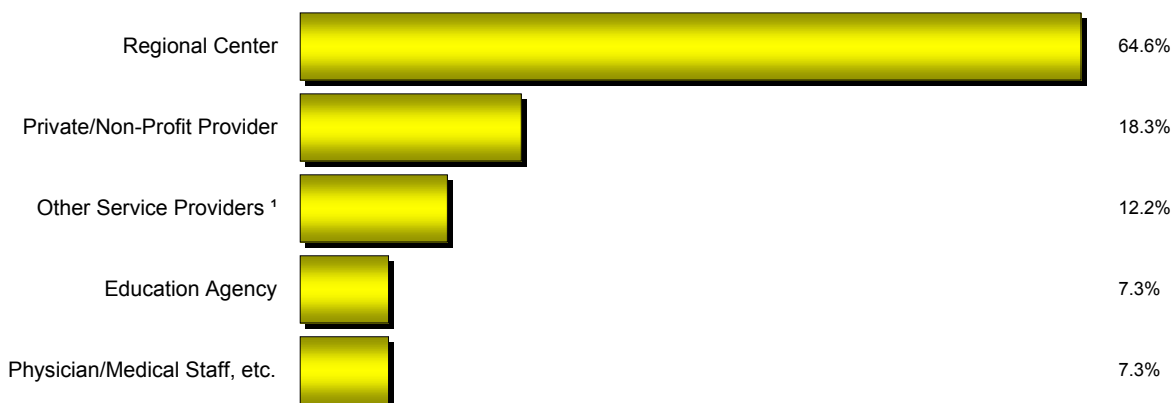
¹ Family Resource Centers are included in other service providers.

2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR CENTRAL VALLEY

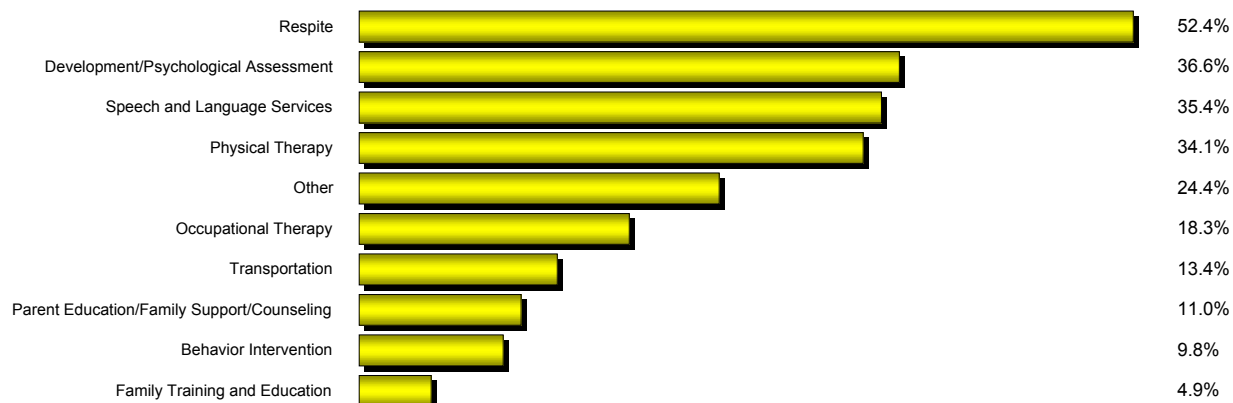
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	67.7%	16.1%	3.2%	9.7%	3.2%
Parent Education/Family Support/Counseling	66.7%	22.2%	0.0%	11.1%	0.0%
Development/Psychological Assessment	66.7%	16.7%	5.6%	5.6%	5.6%
Transportation	72.7%	18.2%	9.1%	0.0%	0.0%
Respite	63.5%	15.4%	5.8%	7.7%	7.7%
Occupational Therapy	45.0%	30.0%	5.0%	15.0%	5.0%
Speech and Language Services	50.0%	21.9%	6.3%	3.1%	18.8%
Family Training and Education	60.0%	20.0%	20.0%	0.0%	0.0%
Behavior Intervention	54.5%	27.3%	9.1%	0.0%	9.1%
Other	54.2%	25.0%	8.3%	4.2%	8.3%

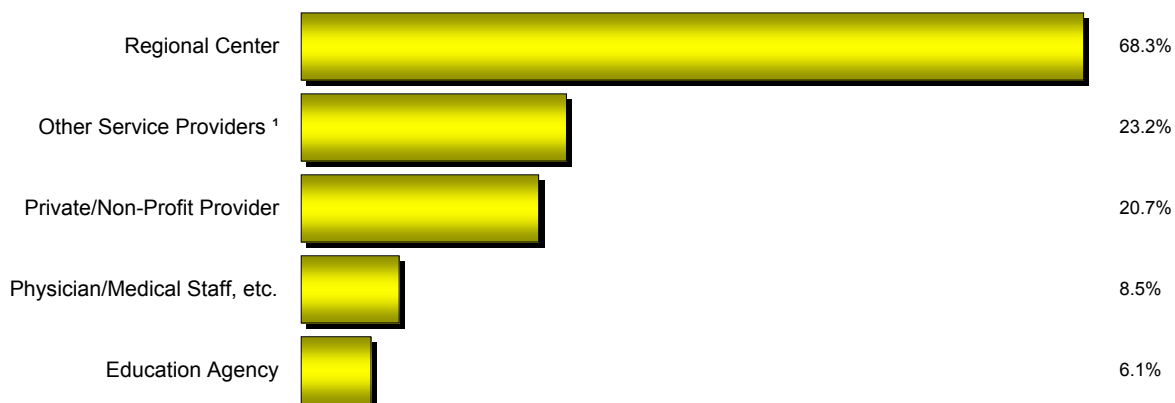
¹ Family Resource Centers are included in other service providers.

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ANALYSIS OF EARLY START SERVICES FOR EAST BAY

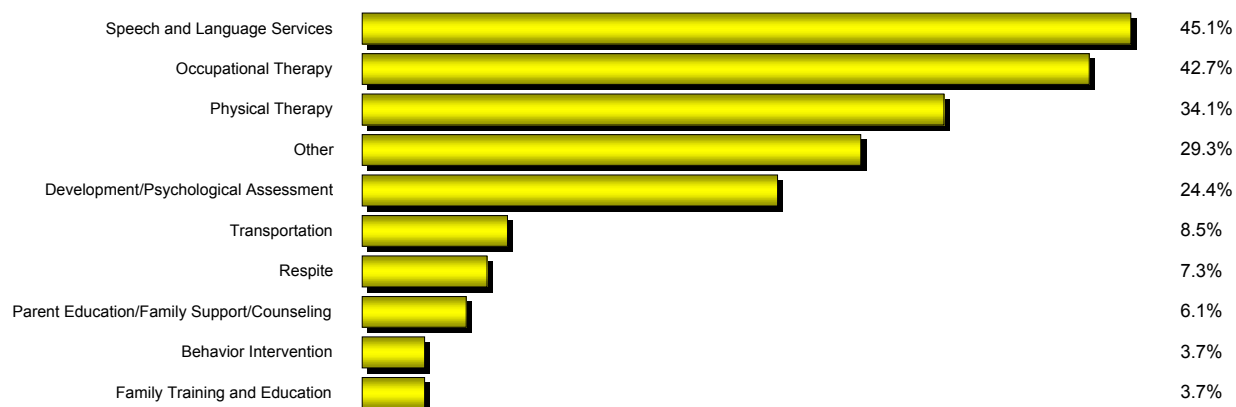
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	58.5%	14.6%	2.4%	9.8%	14.6%
Parent Education/Family Support/Counseling	42.9%	14.3%	0.0%	14.3%	28.6%
Development/Psychological Assessment	54.8%	12.9%	6.5%	9.7%	16.1%
Transportation	50.0%	16.7%	0.0%	16.7%	16.7%
Respite	28.6%	14.3%	0.0%	14.3%	42.9%
Occupational Therapy	45.7%	19.6%	4.3%	13.0%	17.4%
Speech and Language Services	48.9%	19.1%	8.5%	8.5%	14.9%
Family Training and Education	50.0%	0.0%	16.7%	16.7%	16.7%
Behavior Intervention	100%	0.0%	0.0%	0.0%	0.0%
Other	40.0%	13.3%	6.7%	6.7%	33.3%

¹ Family Resource Centers are included in other service providers.

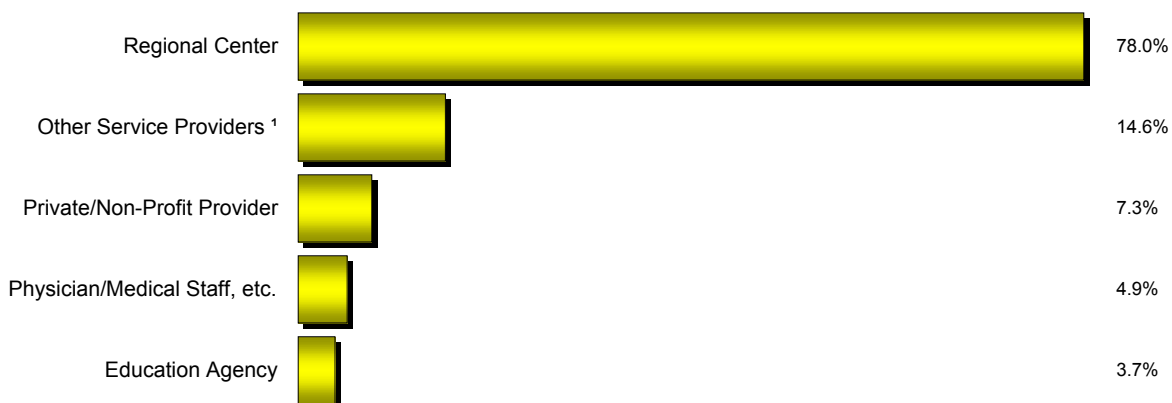


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ANALYSIS OF EARLY START SERVICES FOR EAST LOS ANGELES

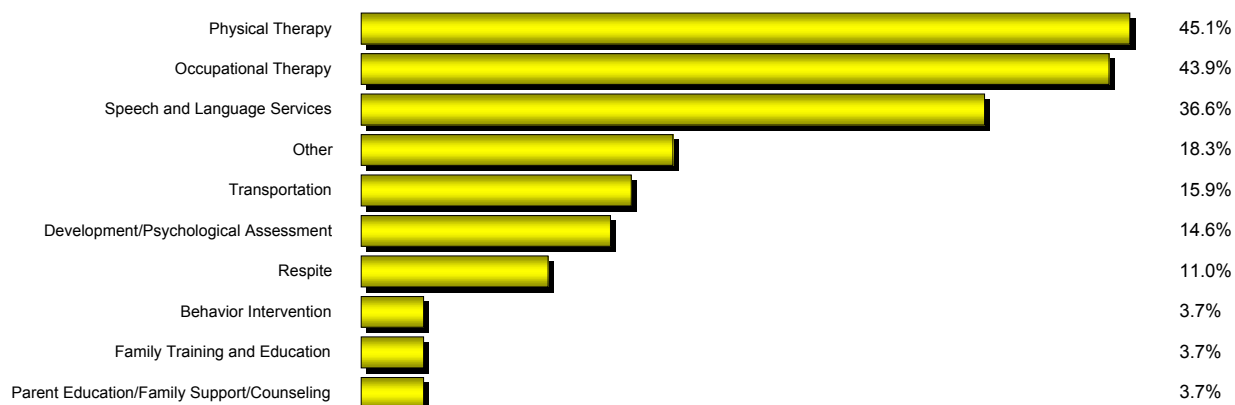
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	76.2%	7.1%	2.4%	4.8%	9.5%
Parent Education/Family Support/Counseling	66.7%	0.0%	0.0%	0.0%	33.3%
Development/Psychological Assessment	50.0%	15.0%	5.0%	15.0%	15.0%
Transportation	57.9%	10.5%	5.3%	10.5%	15.8%
Respite	72.7%	0.0%	0.0%	9.1%	18.2%
Occupational Therapy	71.4%	9.5%	4.8%	4.8%	9.5%
Speech and Language Services	62.9%	8.6%	5.7%	5.7%	17.1%
Family Training and Education	75.0%	0.0%	0.0%	0.0%	25.0%
Behavior Intervention	75.0%	0.0%	0.0%	0.0%	25.0%
Other	52.9%	11.8%	0.0%	0.0%	35.3%

¹ Family Resource Centers are included in other service providers.

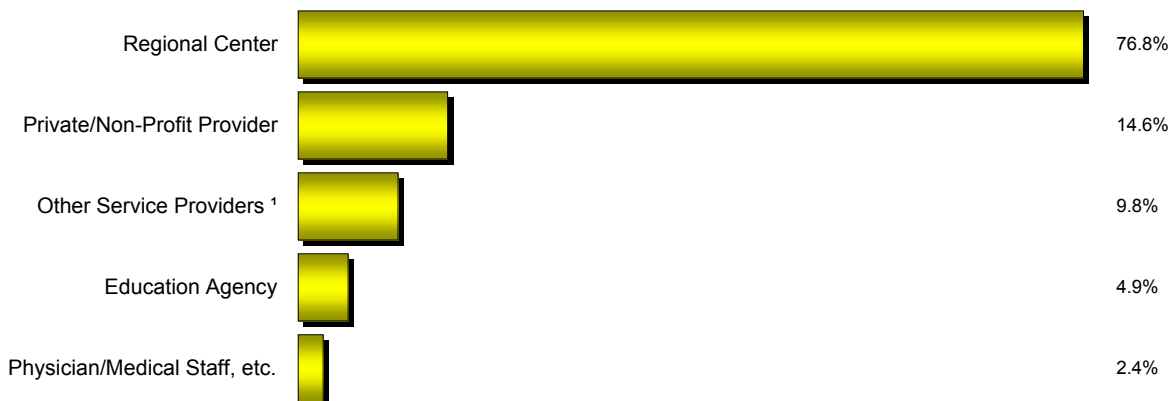


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ANALYSIS OF EARLY START SERVICES FOR FAR NORTHERN

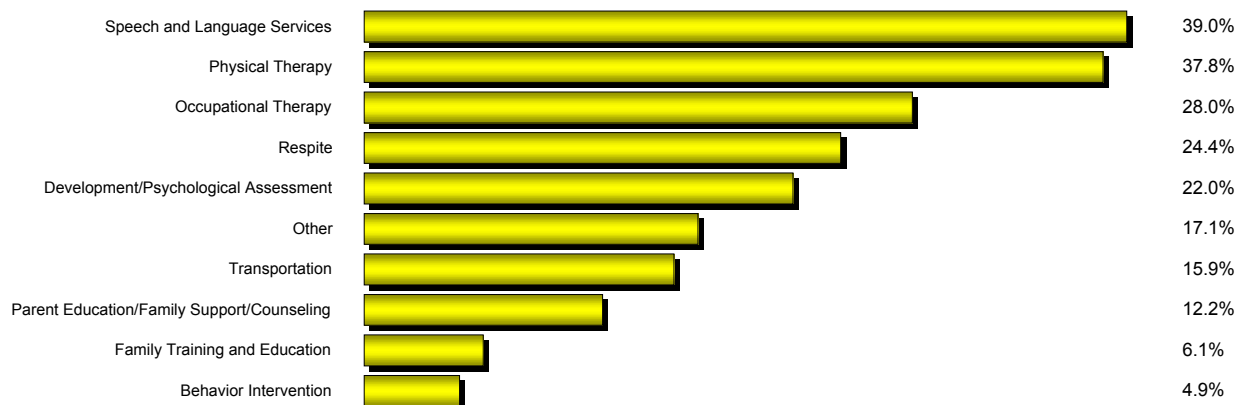
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	65.0%	20.0%	2.5%	5.0%	7.5%
Parent Education/Family Support/Counseling	69.2%	15.4%	0.0%	7.7%	7.7%
Development/Psychological Assessment	71.4%	19.0%	4.8%	4.8%	0.0%
Transportation	57.1%	19.0%	4.8%	9.5%	9.5%
Respite	73.1%	15.4%	3.8%	3.8%	3.8%
Occupational Therapy	70.4%	18.5%	3.7%	3.7%	3.7%
Speech and Language Services	68.4%	10.5%	7.9%	5.3%	7.9%
Family Training and Education	57.1%	0.0%	0.0%	28.6%	14.3%
Behavior Intervention	66.7%	16.7%	0.0%	16.7%	0.0%
Other	70.6%	11.8%	11.8%	0.0%	5.9%

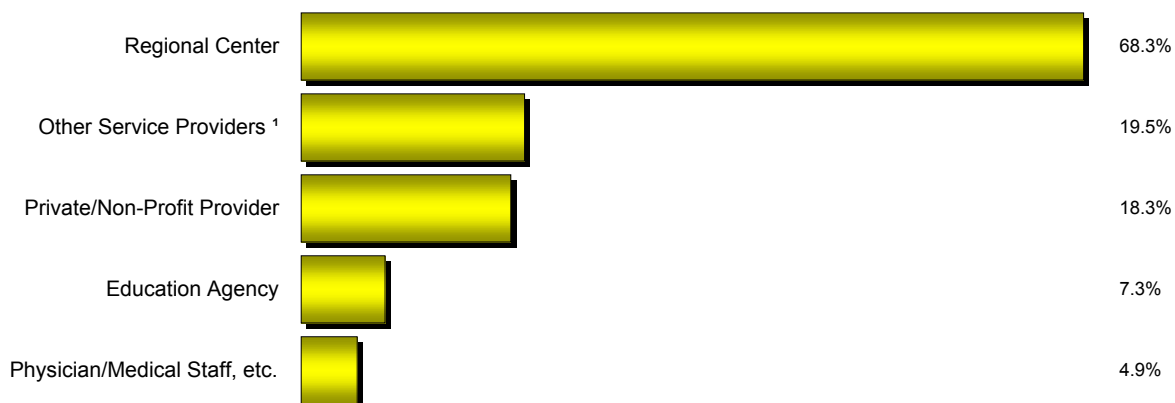
¹ Family Resource Centers are included in other service providers.

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ANALYSIS OF EARLY START SERVICES FOR GOLDEN GATE

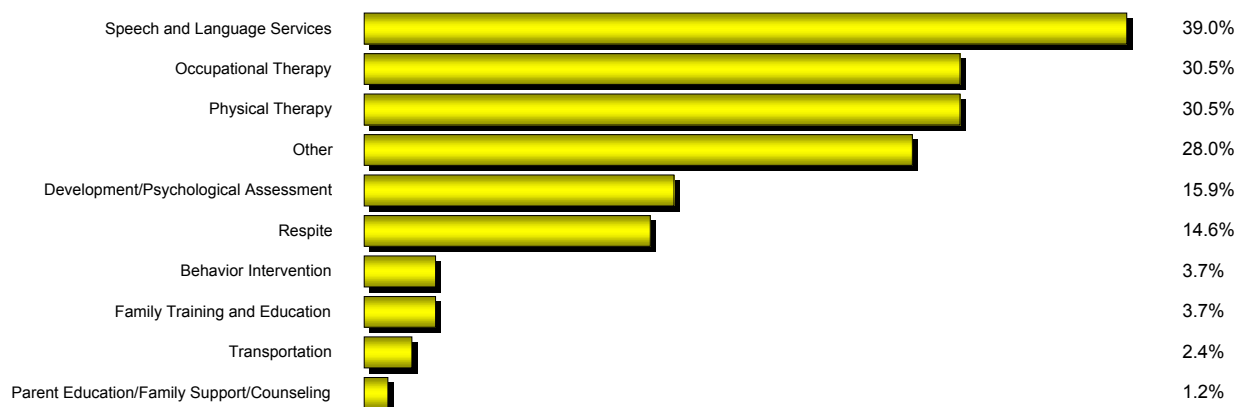
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	48.5%	27.3%	6.1%	6.1%	12.1%
Parent Education/Family Support/Counseling	0.0%	0.0%	0.0%	0.0%	0.0%
Development/Psychological Assessment	52.9%	17.6%	5.9%	11.8%	11.8%
Transportation	50.0%	0.0%	0.0%	25.0%	25.0%
Respite	57.9%	15.8%	10.5%	5.3%	10.5%
Occupational Therapy	50.0%	18.4%	10.5%	10.5%	10.5%
Speech and Language Services	50.0%	15.0%	5.0%	7.5%	22.5%
Family Training and Education	60.0%	0.0%	0.0%	20.0%	20.0%
Behavior Intervention	100%	0.0%	0.0%	0.0%	0.0%
Other	51.5%	12.1%	12.1%	3.0%	21.2%

¹ Family Resource Centers are included in other service providers.

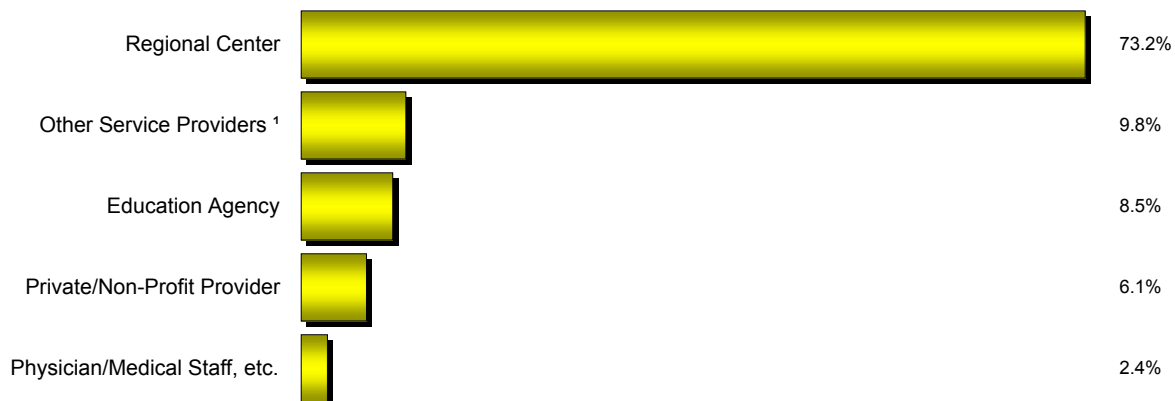


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ANALYSIS OF EARLY START SERVICES FOR HARBOR

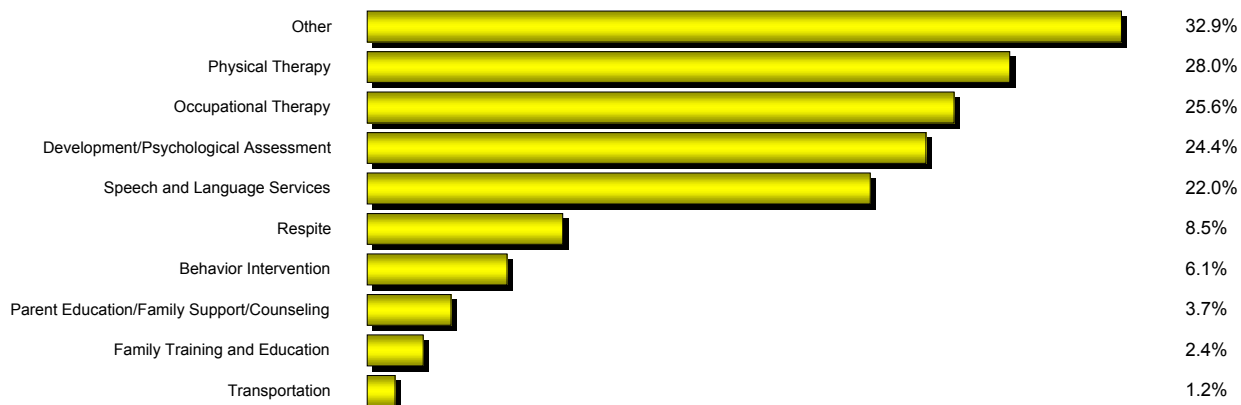
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	80.8%	7.7%	3.8%	3.8%	3.8%
Parent Education/Family Support/Counseling	66.7%	33.3%	0.0%	0.0%	0.0%
Development/Psychological Assessment	89.5%	0.0%	0.0%	0.0%	10.5%
Transportation	100%	0.0%	0.0%	0.0%	0.0%
Respite	50.0%	0.0%	37.5%	0.0%	12.5%
Occupational Therapy	76.0%	8.0%	4.0%	0.0%	12.0%
Speech and Language Services	68.4%	10.5%	15.8%	0.0%	5.3%
Family Training and Education	50.0%	0.0%	0.0%	0.0%	50.0%
Behavior Intervention	83.3%	16.7%	0.0%	0.0%	0.0%
Other	64.0%	12.0%	8.0%	4.0%	12.0%

¹ Family Resource Centers are included in other service providers.

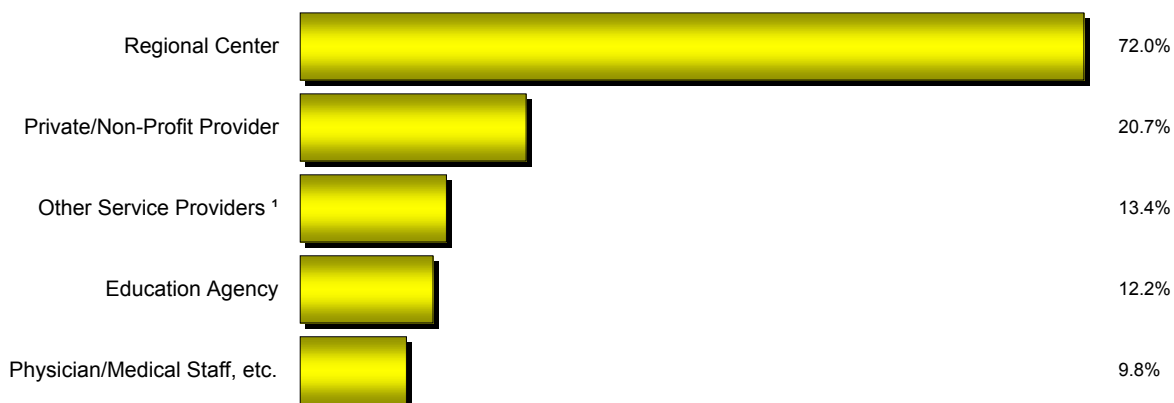


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ANALYSIS OF EARLY START SERVICES FOR INLAND

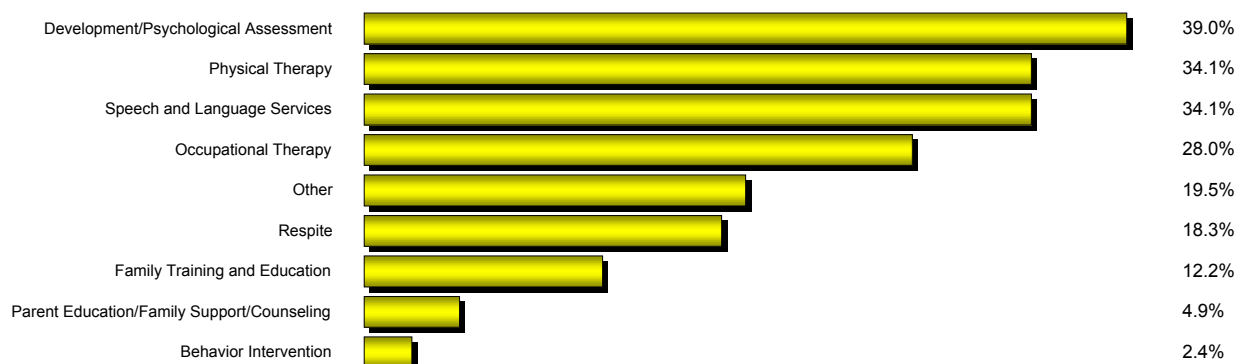
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



No respondents reported for Transportation, so that category is not shown.

EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	47.6%	31.0%	0.0%	9.5%	11.9%
Parent Education/Family Support/Counseling	44.4%	11.1%	11.1%	22.2%	11.1%
Development/Psychological Assessment	55.6%	15.6%	2.2%	15.6%	11.1%
Transportation	0.0%	0.0%	0.0%	0.0%	0.0%
Respite	44.0%	16.0%	12.0%	12.0%	16.0%
Occupational Therapy	50.0%	26.5%	2.9%	8.8%	11.8%
Speech and Language Services	53.8%	17.9%	10.3%	7.7%	10.3%
Family Training and Education	43.8%	25.0%	6.3%	12.5%	12.5%
Behavior Intervention	40.0%	20.0%	0.0%	20.0%	20.0%
Other	52.4%	9.5%	4.8%	14.3%	19.0%

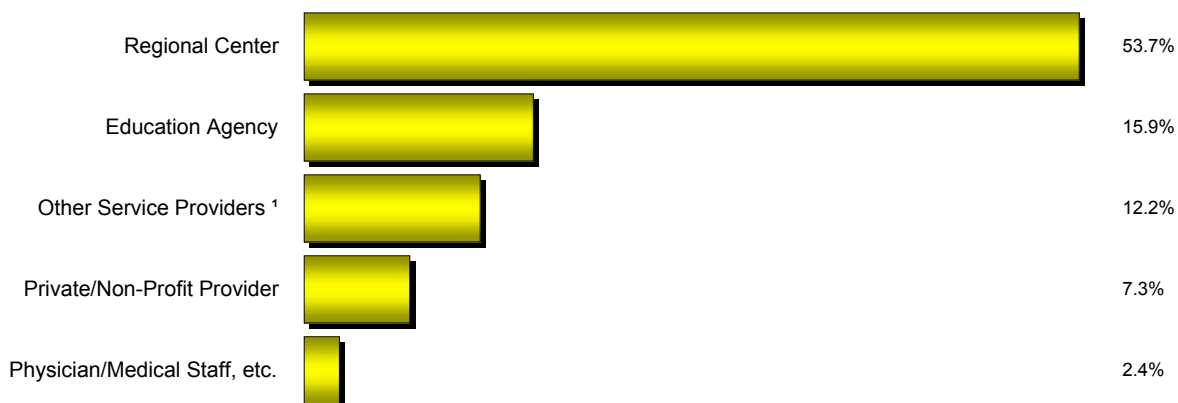
¹ Family Resource Centers are included in other service providers.

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ANALYSIS OF EARLY START SERVICES FOR KERN

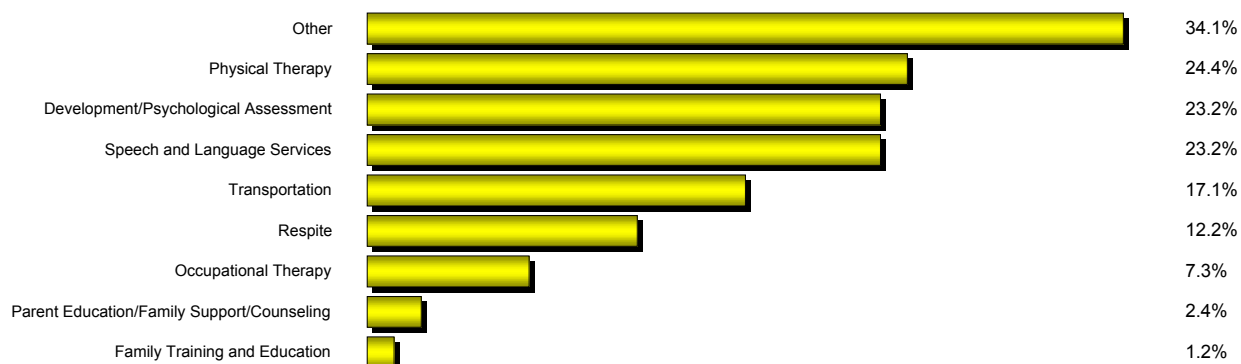
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



No respondents reported for Behavior Intervention, so that category is not shown.

EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	58.8%	5.9%	11.8%	5.9%	17.6%
Parent Education/Family Support/Counseling	33.3%	33.3%	33.3%	0.0%	0.0%
Development/Psychological Assessment	61.1%	5.6%	22.2%	5.6%	5.6%
Transportation	64.3%	14.3%	14.3%	0.0%	7.1%
Respite	60.0%	10.0%	20.0%	0.0%	10.0%
Occupational Therapy	57.1%	14.3%	14.3%	0.0%	14.3%
Speech and Language Services	47.4%	15.8%	26.3%	5.3%	5.3%
Family Training and Education	0.0%	0.0%	0.0%	0.0%	0.0%
Behavior Intervention	0.0%	0.0%	0.0%	0.0%	0.0%
Other	44.0%	8.0%	20.0%	0.0%	28.0%

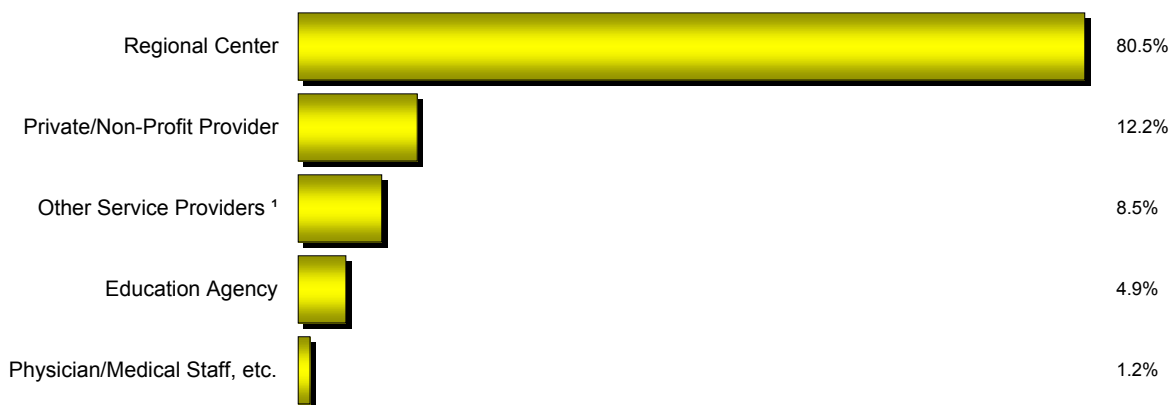
¹ Family Resource Centers are included in other service providers.

2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR LANTERMAN

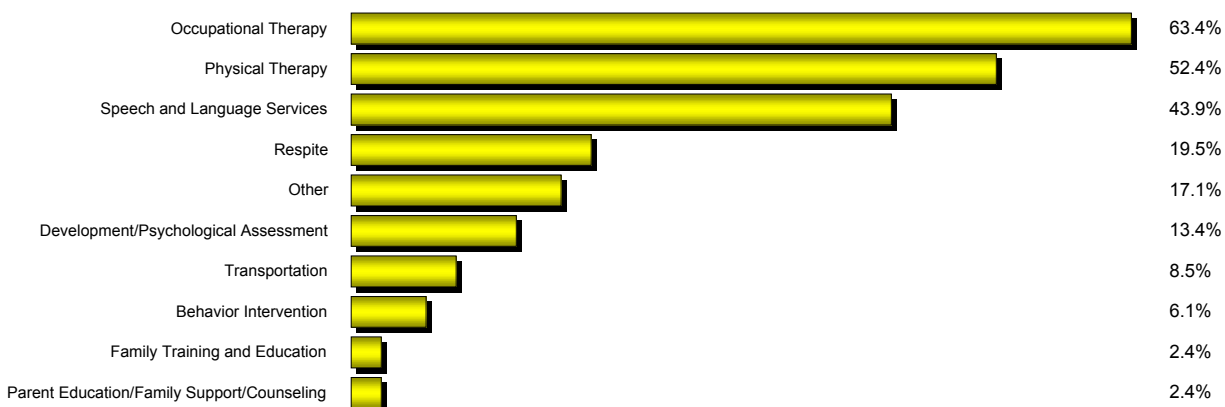
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	76.6%	10.6%	2.1%	0.0%	10.6%
Parent Education/Family Support/Counseling	33.3%	0.0%	0.0%	0.0%	66.7%
Development/Psychological Assessment	81.8%	0.0%	0.0%	0.0%	18.2%
Transportation	62.5%	12.5%	0.0%	0.0%	25.0%
Respite	75.0%	6.3%	6.3%	0.0%	12.5%
Occupational Therapy	74.6%	11.9%	3.4%	1.7%	8.5%
Speech and Language Services	74.4%	9.3%	4.7%	2.3%	9.3%
Family Training and Education	66.7%	0.0%	0.0%	0.0%	33.3%
Behavior Intervention	57.1%	0.0%	14.3%	0.0%	28.6%
Other	70.6%	17.6%	5.9%	0.0%	5.9%

¹ Family Resource Centers are included in other service providers.

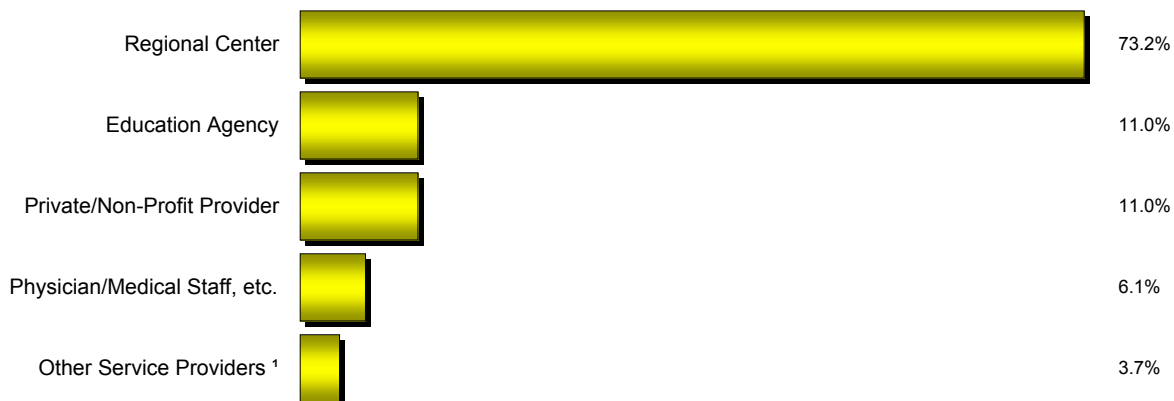


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ANALYSIS OF EARLY START SERVICES FOR NORTH BAY

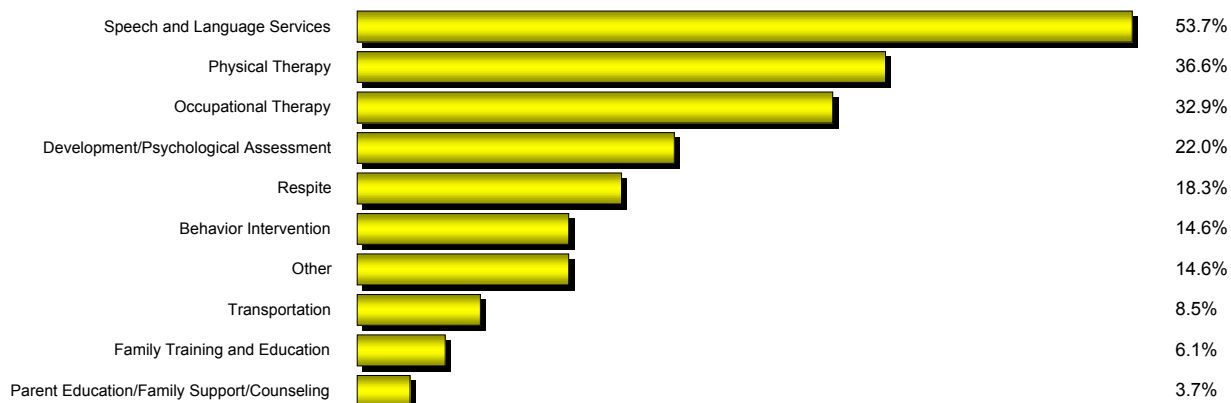
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	71.4%	11.4%	8.6%	5.7%	2.9%
Parent Education/Family Support/Counseling	100%	0.0%	0.0%	0.0%	0.0%
Development/Psychological Assessment	57.1%	9.5%	9.5%	19.0%	4.8%
Transportation	85.7%	14.3%	0.0%	0.0%	0.0%
Respite	68.4%	10.5%	5.3%	10.5%	5.3%
Occupational Therapy	75.0%	6.3%	9.4%	6.3%	3.1%
Speech and Language Services	73.5%	12.2%	8.2%	4.1%	2.0%
Family Training and Education	71.4%	14.3%	0.0%	14.3%	0.0%
Behavior Intervention	83.3%	8.3%	8.3%	0.0%	0.0%
Other	66.7%	8.3%	16.7%	0.0%	8.3%

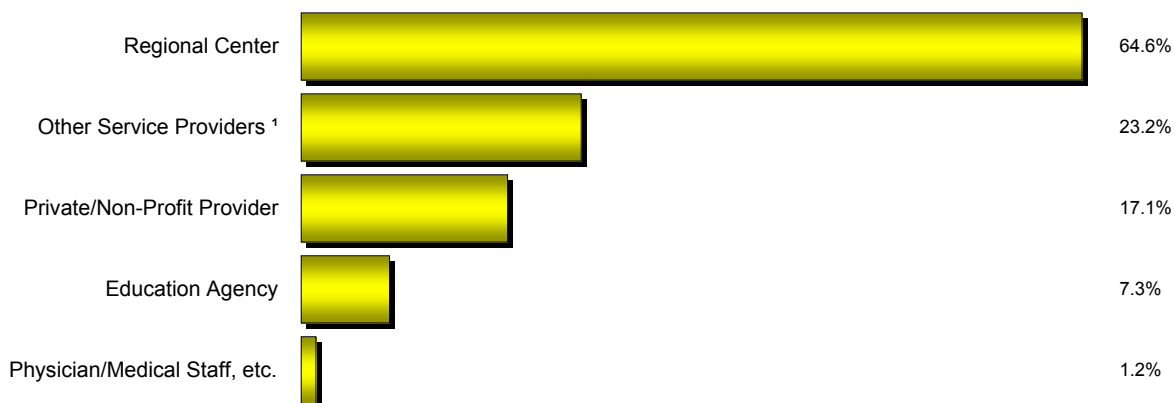
¹ Family Resource Centers are included in other service providers.

2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR NORTH LOS ANGELES

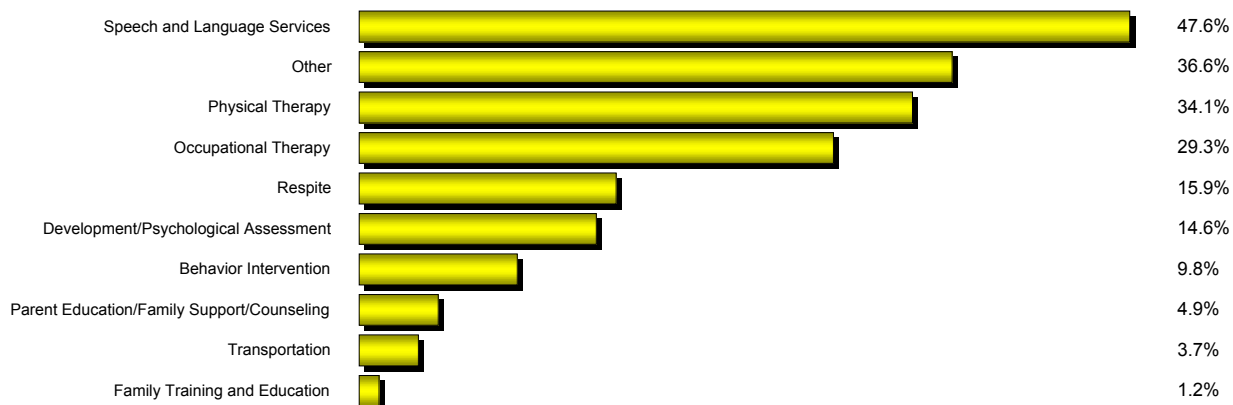
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	68.8%	21.9%	0.0%	0.0%	9.4%
Parent Education/Family Support/Counseling	57.1%	42.9%	0.0%	0.0%	0.0%
Development/Psychological Assessment	38.9%	22.2%	11.1%	5.6%	22.2%
Transportation	100%	0.0%	0.0%	0.0%	0.0%
Respite	44.4%	16.7%	16.7%	0.0%	22.2%
Occupational Therapy	51.5%	21.2%	6.1%	3.0%	18.2%
Speech and Language Services	54.3%	15.2%	6.5%	0.0%	23.9%
Family Training and Education	100%	0.0%	0.0%	0.0%	0.0%
Behavior Intervention	42.9%	21.4%	7.1%	7.1%	21.4%
Other	44.8%	13.8%	6.9%	0.0%	34.5%

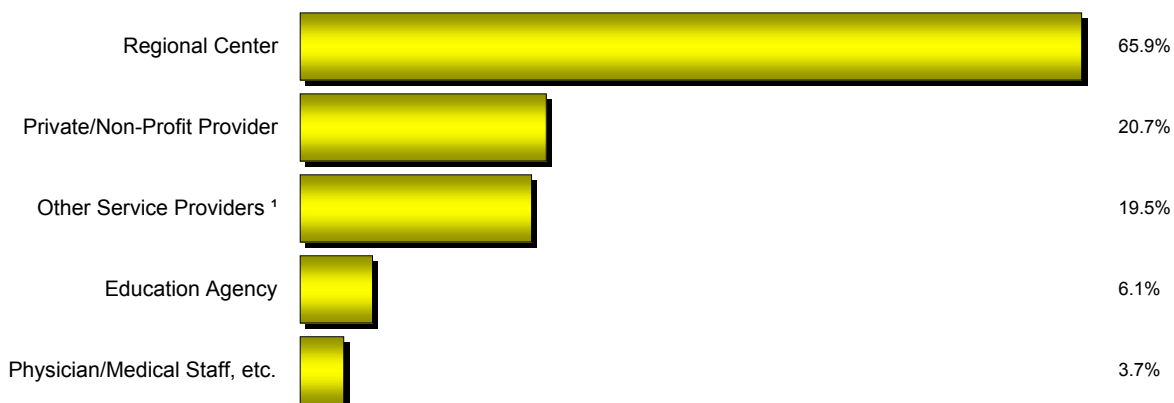
¹ Family Resource Centers are included in other service providers.

2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR ORANGE

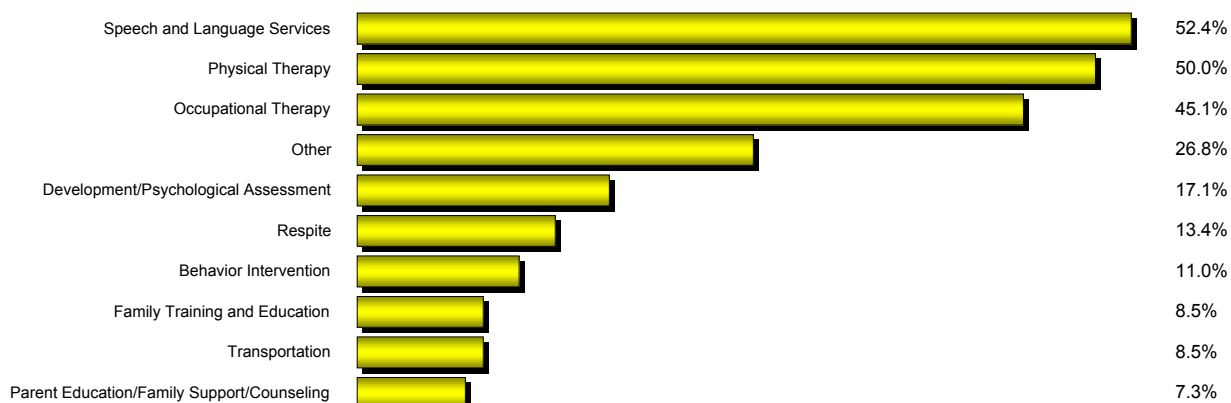
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	59.6%	23.4%	6.4%	2.1%	8.5%
Parent Education/Family Support/Counseling	75.0%	12.5%	0.0%	0.0%	12.5%
Development/Psychological Assessment	73.7%	10.5%	5.3%	5.3%	5.3%
Transportation	70.0%	10.0%	20.0%	0.0%	0.0%
Respite	69.2%	23.1%	0.0%	0.0%	7.7%
Occupational Therapy	54.3%	19.6%	6.5%	2.2%	17.4%
Speech and Language Services	50.9%	20.8%	9.4%	3.8%	15.1%
Family Training and Education	63.6%	27.3%	9.1%	0.0%	0.0%
Behavior Intervention	61.5%	15.4%	15.4%	7.7%	0.0%
Other	54.2%	12.5%	0.0%	8.3%	25.0%

¹ Family Resource Centers are included in other service providers.

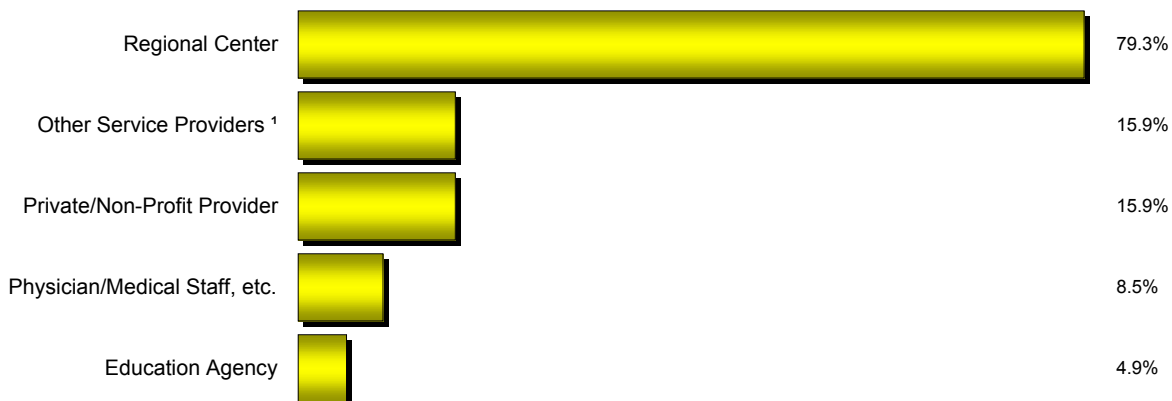


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR REDWOOD COAST

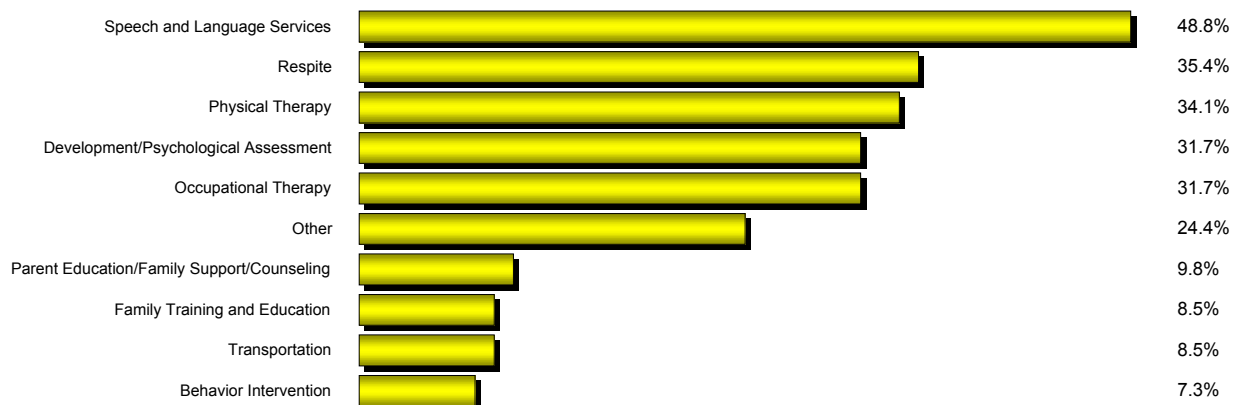
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	77.1%	8.6%	2.9%	2.9%	8.6%
Parent Education/Family Support/Counseling	50.0%	14.3%	7.1%	7.1%	21.4%
Development/Psychological Assessment	52.4%	19.0%	2.4%	9.5%	16.7%
Transportation	66.7%	22.2%	0.0%	11.1%	0.0%
Respite	71.8%	15.4%	0.0%	2.6%	10.3%
Occupational Therapy	75.0%	12.5%	0.0%	6.3%	6.3%
Speech and Language Services	68.5%	13.0%	5.6%	3.7%	9.3%
Family Training and Education	70.0%	10.0%	10.0%	0.0%	10.0%
Behavior Intervention	71.4%	0.0%	14.3%	0.0%	14.3%
Other	55.2%	6.9%	3.4%	10.3%	24.1%

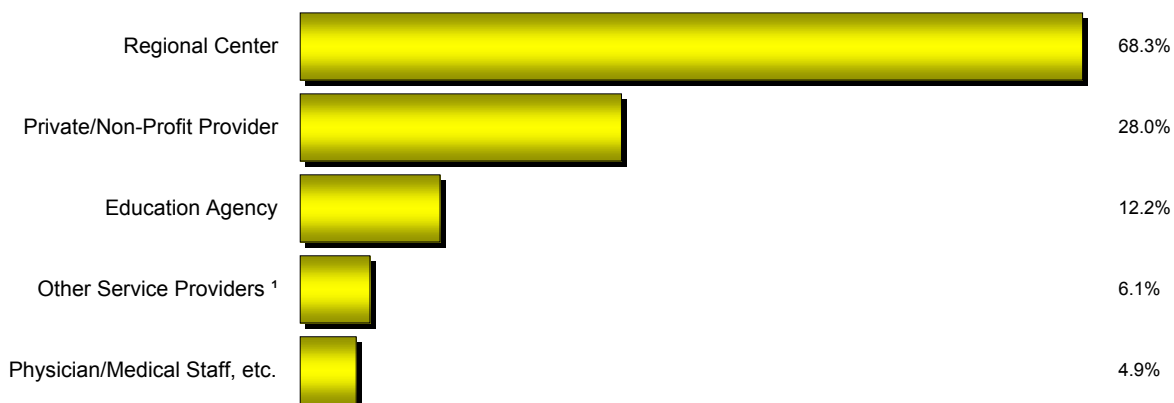
¹ Family Resource Centers are included in other service providers.

2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR SAN ANDREAS

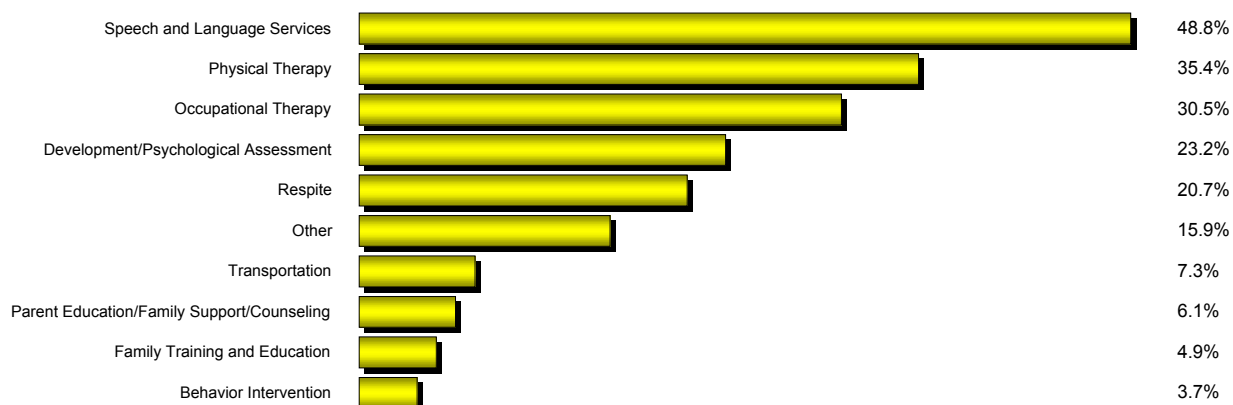
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	60.0%	28.6%	5.7%	2.9%	2.9%
Parent Education/Family Support/Counseling	40.0%	0.0%	40.0%	0.0%	20.0%
Development/Psychological Assessment	58.3%	16.7%	12.5%	8.3%	4.2%
Transportation	57.1%	14.3%	28.6%	0.0%	0.0%
Respite	60.0%	20.0%	15.0%	5.0%	0.0%
Occupational Therapy	50.0%	23.5%	11.8%	8.8%	5.9%
Speech and Language Services	49.0%	22.4%	14.3%	8.2%	6.1%
Family Training and Education	0.0%	50.0%	0.0%	25.0%	25.0%
Behavior Intervention	50.0%	0.0%	0.0%	25.0%	25.0%
Other	60.0%	26.7%	6.7%	0.0%	6.7%

¹ Family Resource Centers are included in other service providers.

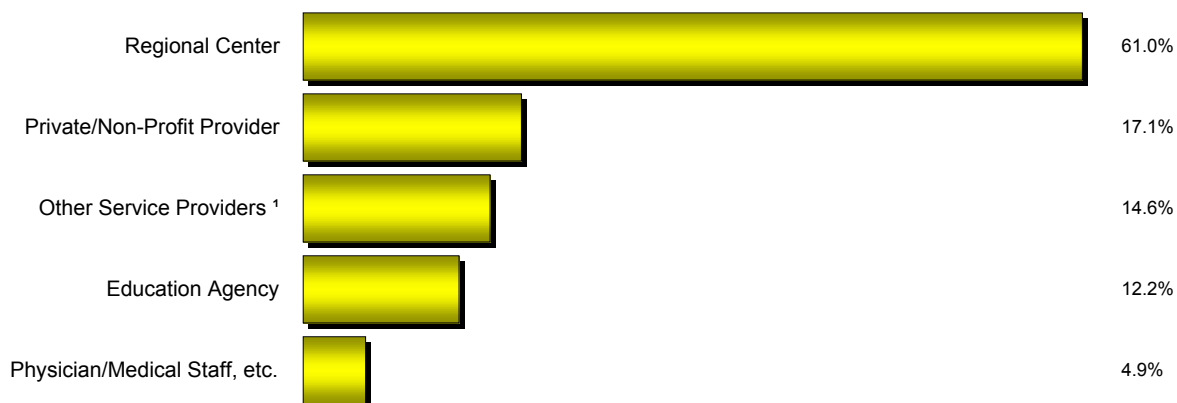


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ANALYSIS OF EARLY START SERVICES FOR SAN DIEGO

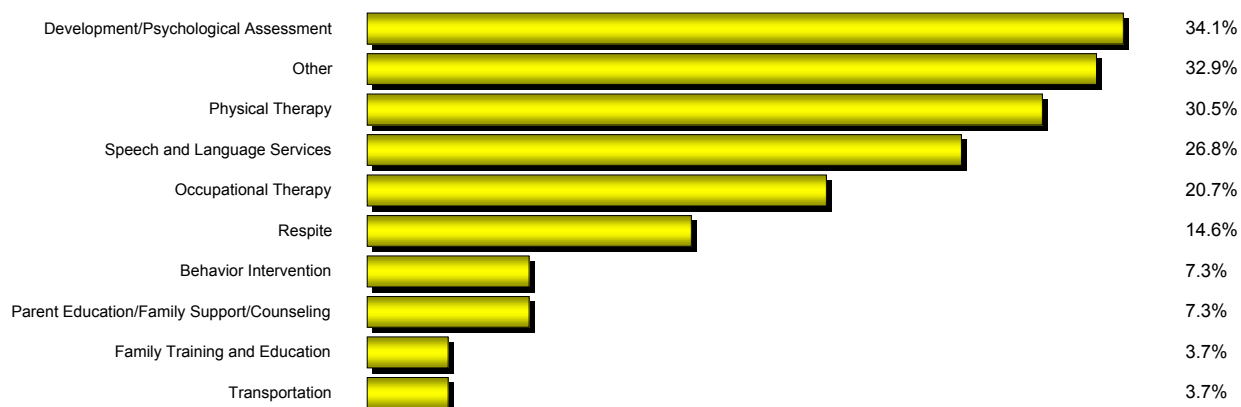
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	48.3%	24.1%	10.3%	3.4%	13.8%
Parent Education/Family Support/Counseling	16.7%	0.0%	16.7%	16.7%	50.0%
Development/Psychological Assessment	64.7%	14.7%	8.8%	5.9%	5.9%
Transportation	50.0%	25.0%	0.0%	0.0%	25.0%
Respite	43.8%	25.0%	12.5%	6.3%	12.5%
Occupational Therapy	36.8%	26.3%	10.5%	5.3%	21.1%
Speech and Language Services	54.8%	9.7%	16.1%	6.5%	12.9%
Family Training and Education	33.3%	16.7%	33.3%	16.7%	0.0%
Behavior Intervention	42.9%	14.3%	0.0%	14.3%	28.6%
Other	46.2%	23.1%	11.5%	3.8%	15.4%

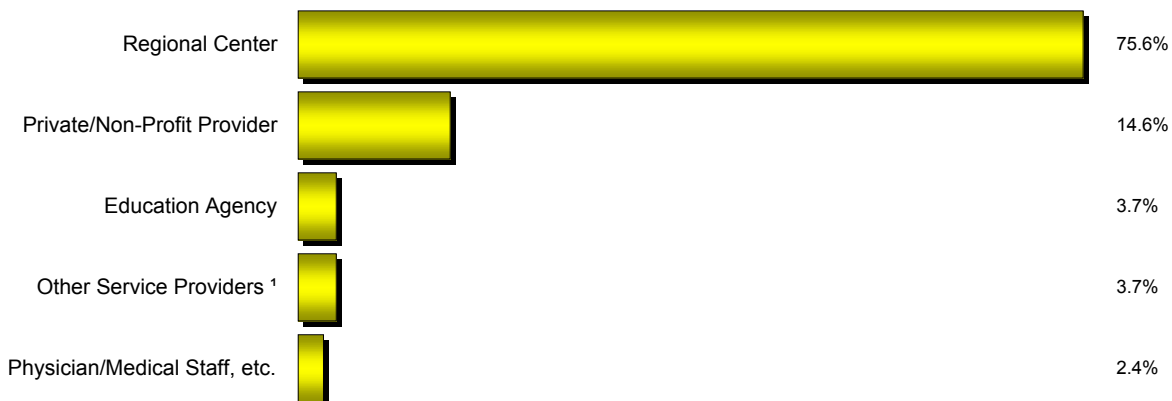
¹ Family Resource Centers are included in other service providers.

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ANALYSIS OF EARLY START SERVICES FOR SAN GABRIEL/POMONA

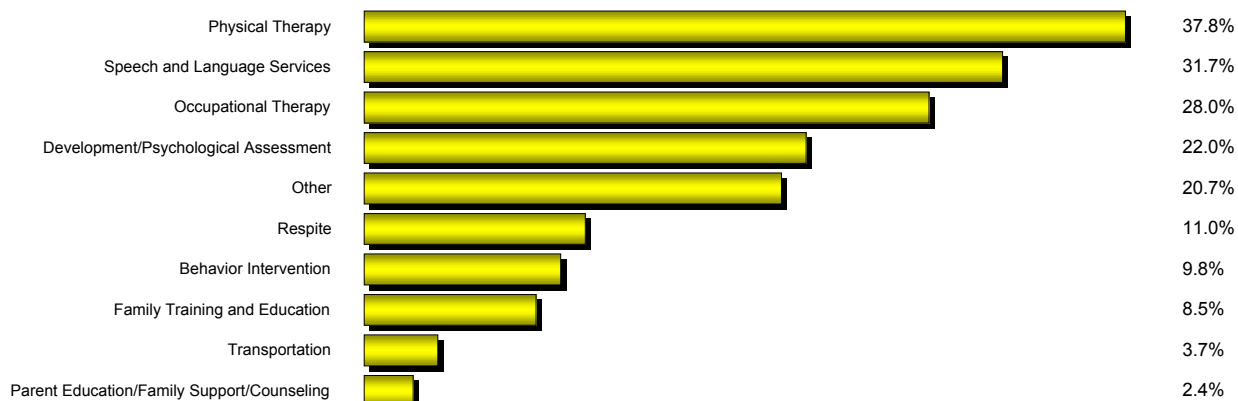
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	74.3%	20.0%	0.0%	2.9%	2.9%
Parent Education/Family Support/Counseling	100%	0.0%	0.0%	0.0%	0.0%
Development/Psychological Assessment	84.2%	10.5%	5.3%	0.0%	0.0%
Transportation	75.0%	25.0%	0.0%	0.0%	0.0%
Respite	70.0%	30.0%	0.0%	0.0%	0.0%
Occupational Therapy	80.8%	15.4%	0.0%	3.8%	0.0%
Speech and Language Services	85.7%	14.3%	0.0%	0.0%	0.0%
Family Training and Education	100%	0.0%	0.0%	0.0%	0.0%
Behavior Intervention	75.0%	12.5%	0.0%	0.0%	12.5%
Other	57.1%	14.3%	21.4%	0.0%	7.1%

¹ Family Resource Centers are included in other service providers.

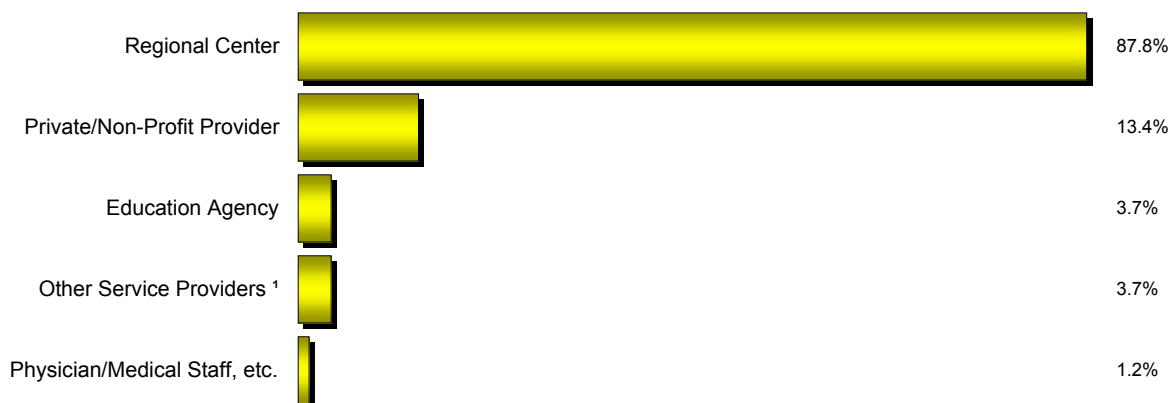


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ANALYSIS OF EARLY START SERVICES FOR SOUTH CENTRAL LA

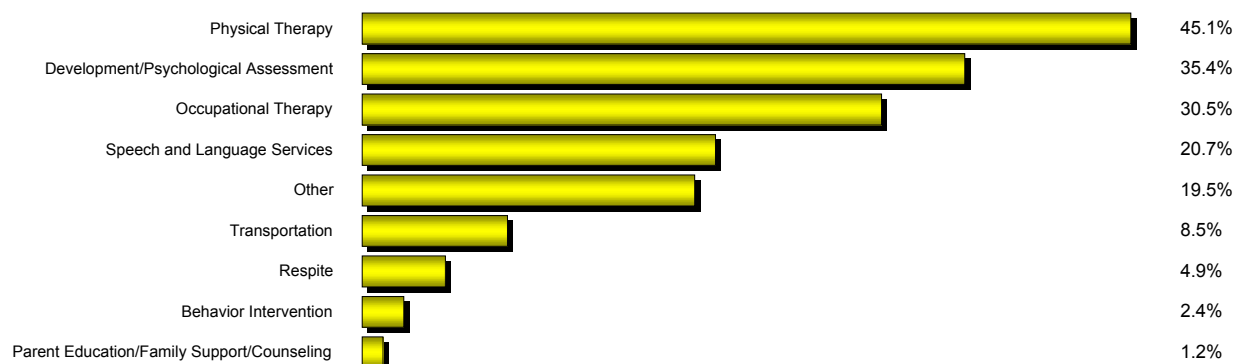
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



No respondents reported for Family Training and Education, so that category is not shown.

EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	79.1%	14.0%	2.3%	2.3%	2.3%
Parent Education/Family Support/Counseling	100%	0.0%	0.0%	0.0%	0.0%
Development/Psychological Assessment	76.5%	14.7%	5.9%	2.9%	0.0%
Transportation	60.0%	10.0%	20.0%	10.0%	0.0%
Respite	42.9%	14.3%	14.3%	14.3%	14.3%
Occupational Therapy	80.8%	15.4%	0.0%	0.0%	3.8%
Speech and Language Services	71.4%	14.3%	9.5%	4.8%	0.0%
Family Training and Education	0.0%	0.0%	0.0%	0.0%	0.0%
Behavior Intervention	100%	0.0%	0.0%	0.0%	0.0%
Other	76.5%	17.6%	0.0%	0.0%	5.9%

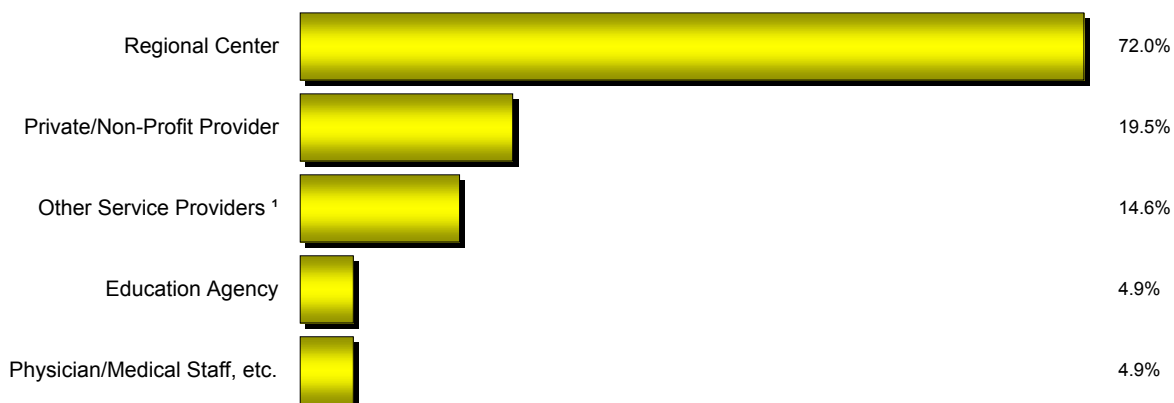
¹ Family Resource Centers are included in other service providers.

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ANALYSIS OF EARLY START SERVICES FOR TRI-COUNTIES

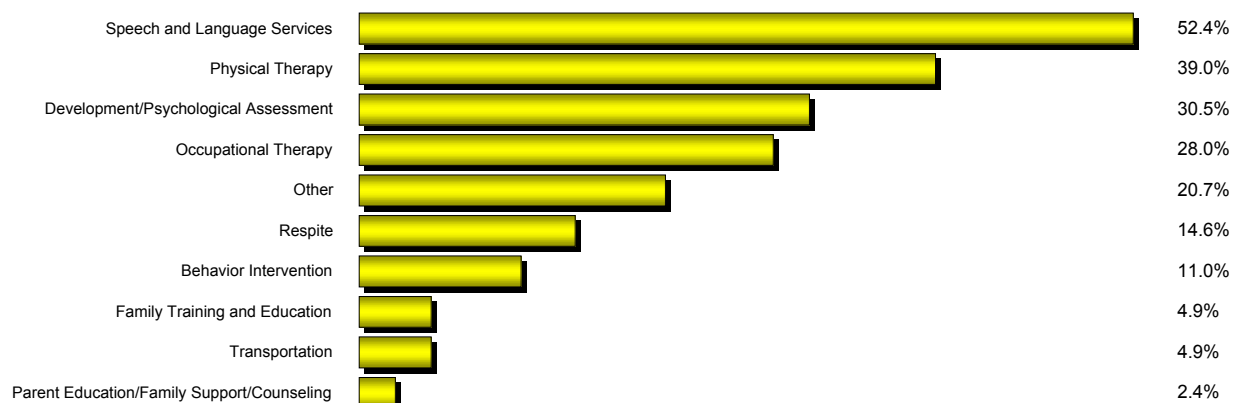
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	63.2%	21.1%	2.6%	2.6%	10.5%
Parent Education/Family Support/Counseling	100%	0.0%	0.0%	0.0%	0.0%
Development/Psychological Assessment	71.4%	17.9%	0.0%	3.6%	7.1%
Transportation	33.3%	33.3%	16.7%	16.7%	0.0%
Respite	78.6%	21.4%	0.0%	0.0%	0.0%
Occupational Therapy	66.7%	14.8%	3.7%	3.7%	11.1%
Speech and Language Services	62.7%	19.6%	5.9%	3.9%	7.8%
Family Training and Education	66.7%	16.7%	0.0%	16.7%	0.0%
Behavior Intervention	66.7%	33.3%	0.0%	0.0%	0.0%
Other	55.6%	5.6%	0.0%	5.6%	33.3%

¹ Family Resource Centers are included in other service providers.

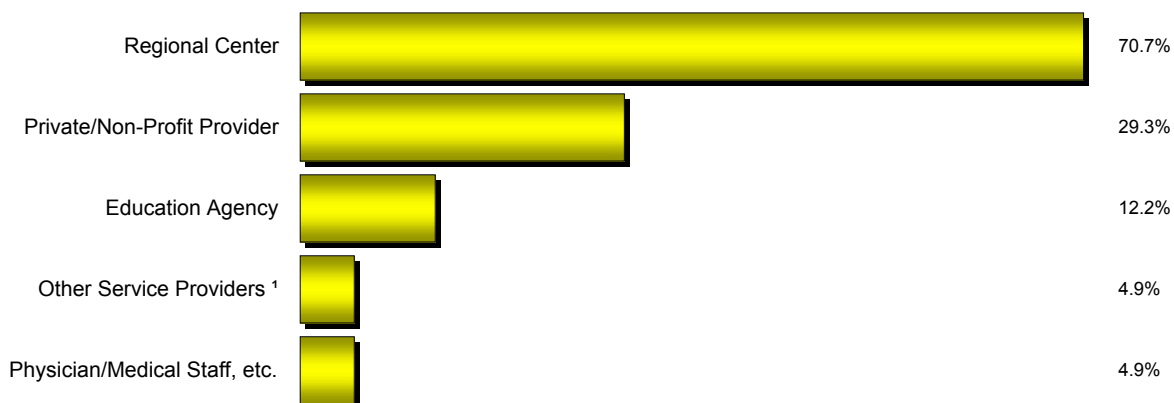


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ANALYSIS OF EARLY START SERVICES FOR VALLEY MOUNTAIN

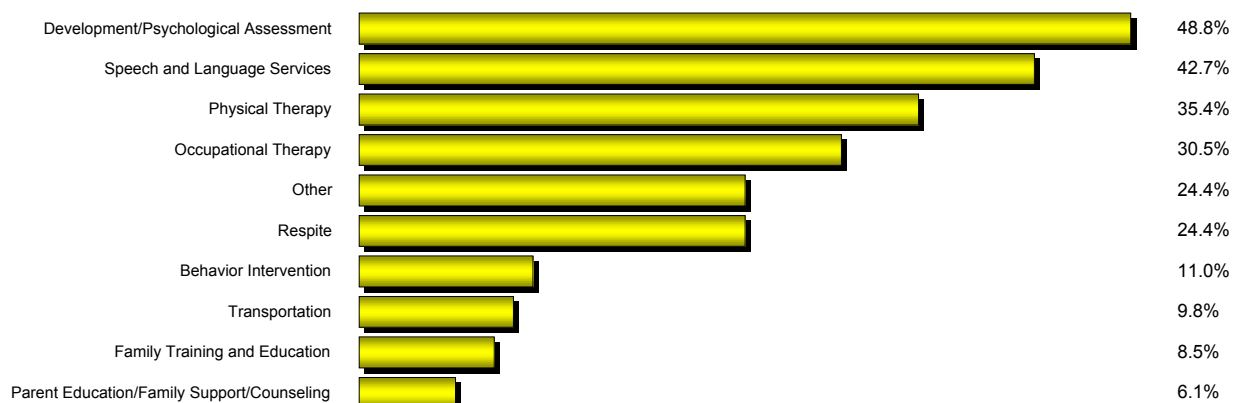
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	51.2%	31.7%	9.8%	4.9%	2.4%
Parent Education/Family Support/Counseling	62.5%	25.0%	12.5%	0.0%	0.0%
Development/Psychological Assessment	61.2%	24.5%	8.2%	2.0%	4.1%
Transportation	46.7%	26.7%	13.3%	6.7%	6.7%
Respite	60.7%	25.0%	10.7%	0.0%	3.6%
Occupational Therapy	52.9%	35.3%	11.8%	0.0%	0.0%
Speech and Language Services	46.2%	32.7%	13.5%	3.8%	3.8%
Family Training and Education	62.5%	37.5%	0.0%	0.0%	0.0%
Behavior Intervention	57.1%	28.6%	0.0%	7.1%	7.1%
Other	52.2%	26.1%	13.0%	8.7%	0.0%

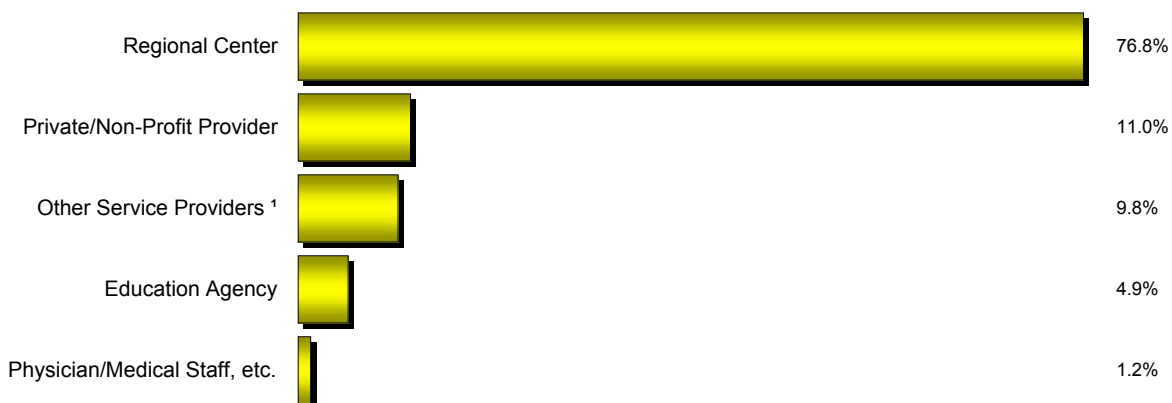
¹ Family Resource Centers are included in other service providers.

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ANALYSIS OF EARLY START SERVICES FOR WESTSIDE

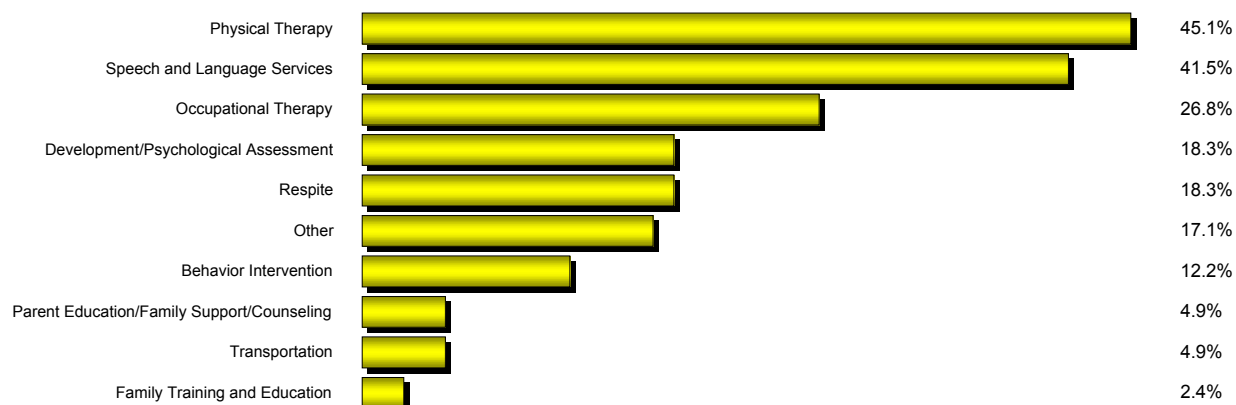
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	82.1%	10.3%	0.0%	0.0%	7.7%
Parent Education/Family Support/Counseling	40.0%	20.0%	20.0%	0.0%	20.0%
Development/Psychological Assessment	82.4%	5.9%	5.9%	0.0%	5.9%
Transportation	75.0%	0.0%	25.0%	0.0%	0.0%
Respite	82.4%	5.9%	11.8%	0.0%	0.0%
Occupational Therapy	70.8%	4.2%	12.5%	0.0%	12.5%
Speech and Language Services	75.0%	8.3%	5.6%	0.0%	11.1%
Family Training and Education	100%	0.0%	0.0%	0.0%	0.0%
Behavior Intervention	66.7%	8.3%	25.0%	0.0%	0.0%
Other	58.3%	25.0%	8.3%	8.3%	0.0%

¹ Family Resource Centers are included in other service providers.